

UTAH TRANSIT AUTHORITY

FrontRunner Passenger Train Emergency Preparedness Plan



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Passenger Train Emergency Preparedness Plan 49-CFR – Part 239

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This plan is intended to comply with and is organized in accordance with 49 CFR Part 239 Passenger Train Emergency Preparedness. It has met with the approval of all relevant participants to the plan.

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Revision History

Revision Date	Person Issuing Changes	Description of Revisions
November 13, 2012	Martin Cocker Safety Administrator	Comprehensive update, with new Section 14 Appendices and content to reflect the new 44 mile extension
June 26, 2013	Martin Cocker Safety Administrator	Inserted UPRR Notification Process per Kimberly Whiting-Section 2.2 (B). Updated appendix VI-UPRR Contact List
August 13, 2013	Martin Cocker Safety Administrator	Minor grammar and designation revisions per Kimberly Whiting (UPRR)
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February 22, 2016	Martin Cocker Safety Administrator	Edits per Michael Lange/Mark Gallegos (FRA-11-19-16-Field Review) & Kimberly Whiting/Josephine Jordan (UPRR)
July 8, 2016	Martin Cocker Safety Administrator	Minor revision per Part 239.301 (page 13, Section 2-UTA Employee Training & Qualification
April 8, 2018	Martin Cocker Safety Administrator	Plan amended to remove Joint UPRR status and minor edits/updates throughout the entire plan

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GENERAL

A. Introduction

The Federal Railroad Administration's (FRA) *Passenger Train Emergency Preparedness* requirements, published in 49 CFR Part 239, establish federal standards for the preparation, adoption, and implementation of emergency preparedness plans by railroads that operate passenger train service. The Utah Transit Authority FrontRunner Passenger Train Emergency Preparedness Plan (Plan) has been developed in compliance with these requirements and applies to the FrontRunner commuter rail service on exclusive right of way that is dispatched by UTA.

B. Policy (Commuter Rail General Manager)

Utah Transit Authority (UTA) was organized with the mission to provide safe, secure, and reliable transportation services to our customers. Safety is a primary concern that affects all levels of UTA activities including operations, maintenance, testing, and training for all modes of transportation. Therefore, all UTA personnel and appropriate contractors are charged with the responsibility of promoting the safety and security of customers, employees, property, and the public who come in contact with the UTA transportation system.

UTA management provides the authority, support, and resources to establish and maintain high safety standards and safe operation, maintenance, working, and training environments throughout UTA. To that end, the safety administrator has been empowered and authorized to develop, distribute, and administer a comprehensive, integrated, and coordinated passenger train emergency preparedness plan.

Each UTA employee and contractor associated with the Rail Service Center business unit (FrontRunner) is governed by the requirements and terms of this plan, and must conscientiously learn and follow prescribed rules and procedures. Each employee must operate safely, use equipment, tools, and materials properly, and be trained in the work rules and procedures for his/her areas of responsibility, including contingency plans for abnormal and emergency conditions. This will ensure that personnel will understand their roles under these adverse conditions; providing the safest and the most efficient outcome and that all passengers will be well cared for.

The document identifies tasks and requirements to be applied to all levels of the Rail Service Center business unit (FrontRunner).

C. Purpose

The purpose of the Plan is to establish formal mechanisms to be used by the UTA Rail Service Center department to manage and mitigate the effects of emergency situations on the FrontRunner Rail System. It is subordinate to the direction and procedures of public law enforcement and emergency responders managing an incident. The Plan is intended



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to assure compliance with all elements of Title 49 CFR Part 239 and applicable elements of Part 238, subpart B-Safety Planning and General Requirements, and is otherwise consistent with federal, state, and local regulations. The objectives of this Plan are:

- To promote preparedness by establishing training and testing policies and procedures that will allow staff to recover from an emergency situation working in conjunction with local area responders, customers and the general public.
- To enable FrontRunner to restore service as soon as is safe and practical by being prepared for emergency situations.
- To prescribe periodic training, drills and plan review, and provide a periodic assessment of preparedness skills.

D. Scope

The Plan applies to the Rail Service Center Business Unit and systems affecting or affected by the FrontRunner Rail System through planning, design, construction, procurement, testing, operation, and maintenance. This Passenger Train Emergency Preparedness Plan is to be the controlling document to be used during any passenger train emergency situation that may occur during the course of normal operating conditions on FrontRunner's exclusive right of way.

E. Responsibilities

For an understanding of the UTA organization, please refer to the organization chart found in the Transit Agency Safety Plan (TASP).

General Manager's Safety & Security Committee

The General Manager's Safety & Security Committee (GMSSC) oversees the effectiveness of UTA safety policies, procedures, and plans. It has direct responsibility for approval of the TASP, which directs the creation, and implementation of this Plan.

Chief Safety, Security & Technology Officer

The Chief Safety, Security & Technology Officer is responsible for overseeing safety and security/police functions at UTA FrontRunner.

Vice-President of Operations, Capital & Assets

The Vice-President of Operations, Capital & Assets is responsible for the daily operations of all modes of transportation at UTA, including FrontRunner.

Commuter Rail General Manager

The Commuter Rail General Manager is responsible for the safe operation of the FrontRunner rail system. The Commuter Rail General Manager is responsible to see FrontRunner personnel are knowledgeable of and comply with FrontRunner safety and emergency response policies, procedures and rules.

Manager of Safety

The Manager of the Safety department and the Manager of the Transit Communications Center are responsible for overseeing safety and emergency response functions for the UTA organization.



Rail Operations and Maintenance Managers

These managers are responsible for seeing that UTA operations and maintenance policies and procedures are adhered to and this Plan is properly executed by their subordinates.

FrontRunner Control Personnel

The FrontRunner Control (FRC) personnel are responsible for seeing that appropriate communications occur in a timely manner, and that emergency notification procedures are followed.

Transit Communication Center Personnel

The Transit Communication Center (TCC) personnel are responsible for assisting FRC for internal and external emergency notification assistance.

Chief of Police-Public Safety Manager

The Chief of Police-Public Safety Manager oversees the UTA Police department and liaises with outside law enforcement agencies.

Safety Administrator – Transit System

The Safety Administrator-Transit System (SATS), assigned to FrontRunner, is responsible for the development, maintenance, auditing, and modification of this Plan.

Emergency Management Program Manager

The Emergency Management Program Manager at UTA oversees the integration of emergency plans, policies, and programs and assists with the planning and coordination of FrontRunner full-scale exercises under the Homeland Security Exercise and Evaluation Program (HSEEP).

F. Acronyms

ADA

The Americans with Disabilities Act was enacted so those citizens with disabilities would have the same access to public facilities, including transit services, as all other citizens.

APTA

The American Public Transportation Association is a nonprofit organization which serves as an advocate for the advancement of public transportation programs and initiatives in the United States.

CAT

The Committee on Accessible Transportation acts as a forum to discuss concerns and issues for UTA transit users who have visible and invisible disabilities.

CFR

The Code of Federal Regulations is the codification of the general and permanent rules and regulations published in the Federal Register by the executive departments and agencies of the federal government of the United States of America.

EOP

Emergency Operations Plan outlines roles and responsibilities and the processes used, and by what authority; before, during and immediately after an emergency.



ERCC

The Emergency Response Communications Center encompasses both FrontRunner Control and the Transit Communications Center who work in conjunction in the event of a FrontRunner train incident. (Appendix V). At Union Pacific, the Response Management Communications Center (RMCC) functions as the ERCC. The elements of the ERCC include a central location, or a group of individuals, designated by a railroad with responsibility for establishing, coordinating, or maintaining with outside emergency responders, representatives of adjacent rail modes of transportation, or appropriate railroad officials during a passenger train emergency.

ESF

The Emergency Support Function #1 Transportation is a federal protocol that is an annex to the National Response Framework

FLSSC

The Utah Transit Authority Fire Life Safety and Security Committee serves as a liaison between system safety, rail and bus service, and local police, fire and emergency response agencies. The FLSSC coordinates exercises and evaluations to verify that fire, life safety, security, emergency response, and familiarization education are addressed in the system.

FR

FrontRunner is the regional commuter passenger rail system provided by the Utah Transit Authority for public passenger train service.

FRC

The FrontRunner Rail Control room houses train dispatchers who are responsible for overseeing train movement and initiating notification protocols when there is an incident with a train. The room is staffed 24/7/365 and is located at the Rail Service Center (RSC). The FRC in conjunction with the Transit Communication Center are Emergency Response Communication Centers (ERCC).

FRA

The Federal Railroad Agency was created to promote railroad safety and consolidate government activities for railroads. The agency ensures compliance regarding federal law pertaining to rail safety and educates the public about safety at highway railroad crossings.

FTA

The Federal Transit Administration is an agency within the United States Department of Transportation (DOT) that provides financial and technical assistance to local public transportation systems.



GMSSC

The General Manager's Safety & Security Committee oversees the effectiveness of Utah Transit Authority safety policies, procedures, and plans.

HSEEP

The Homeland Security Exercise and Evaluation Program is a capabilities and performance-based program that provides a standardized methodology and terminology for exercise design, development, conduct, evaluation, and improvement planning.

HVAC

The Heating, Ventilation and Air Conditioning unit is the system on a FrontRunner passenger car that is used to control the temperature for passengers.

ICS

The Incident Command System is a standardized on-scene incident management concept designed specifically to allow responders to adopt an integrated organizational structure equal to the complexity and demands of any single incident or multiple incidents without being hindered by jurisdictional boundaries.

ICP

The Incident Command Post is the location on scene from which incident planning and tactical operations are directed.

AAR/IP

The After Action Report & Improvement Plan is an assembly of corrective actions that are generated by the hot wash following a full-scale exercise.

LE

Law Enforcement are organized teams (from UTA and municipalities) who are sworn to enforce criminal law and uphold public safety.

MP

Mile Posts are one mile increments that both FrontRunner and Union Pacific railroads use to measure their mainline track right of ways.

NRF

The National Response Framework sets doctrine for how the Nation builds, sustains, and delivers the response core capabilities and outcomes the Nation must accomplish across the 5 mission areas.

NIMS

The National Incident Management System is a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly and manage incidents involving all threats and hazards—regardless of cause, size or location.



NTAS

The National Terrorism Alert System effectively communicates information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector.

NRC

The National Response Center is the federal government's national communications center that receives incident reports that trigger federal notification requirements under several laws.

OSHA

The Occupational Safety and Health Administration is a federal organization that ensures safe and healthy working conditions for Americans by enforcing standards and providing workplace safety training.

PA

The Public Address system on the FrontRunner trains is an internal (all passenger cars) electronically amplified message system that can be used by on-board personnel for passenger announcements.

PPD-8

The Presidential Policy Directive 8 defines the 5 mission areas of prevention, protection, mitigation, response, and recovery

RMCC

The Response Management Communications Center is Union Pacific's Railroad's Emergency Response Communication Center (ERRC) that receives all incident/criminal/environmental reports and notifies outside emergency responders.

ROW

The Right of Way is defined as mainline track and the property adjacent to the mainline track owned by the railroad that is considered private property.

RSC

The Rail Service Center also known as Warm Springs is the facility that houses operation, maintenance, administrative and yard functions that support the UTA FrontRunner system.

SSP

The System Security Plan is UTA's plan, under FTA guidelines, that identifies practical steps that the agency takes to better prepare for all emergencies and keep the system operational under adverse conditions.

SOP

A Standard Operating Procedure is a prescribed method to be followed routinely regarding designated operations or situations.



SSI

System Special Instructions are a set of instructions that are specific to an individual railroad.

TCC

The Transit Communications Center houses UTA bus and transit police dispatchers who are responsible for overseeing bus and security issues and initiating emergency responder notification when there is an incident with a FrontRunner train. The room is staffed 24/7. The Transit Communications Center in conjunction with the FrontRunner Control are Emergency Response Communication Centers (ERCC).

TOEP

Train Operator and train host Emergency Preparedness (Item 9 in FrontRunner SSI's) is a specific set of scenario based emergency procedures for on-board personnel in response to emergency and security incidents that have involved a FrontRunner train.

TPO

Transit Police Officers are UTA employees who assist with UTA security, emergency response and fare enforcement on FrontRunner trains.

TASP

The Transit Agency Safety Plan is the document that describes organizational structures, accountabilities, processes, policies, and procedures that provide for risk-based decision-making related to daily business.

TSA

The Transportation Security Administration is an agency of the U.S. Department of Homeland Security that has authority over the security of the traveling public in the United States of America.

UDOT

The Utah Department of Transportation is a state department that is tasked primarily with road development, traffic engineering and road safety initiatives.

UPRR

The Union Pacific Railroad is a Class 1 freight railroad that operates in 23 western states and whose network is the largest in the United States of America. UPRR is the adjacent rail mode of transportation for parallel operations in the FrontRunner Passenger Train Emergency Preparedness Plan.

UTA

The Utah Transit Authority is a multi-modal provider of public transportation throughout the Wasatch Front of Utah encompassing 6 counties.



System Overview (See Map-Appendix 1)

Operations

The FrontRunner Control center (FRC) is staffed 24/7/365. Each train is staffed by a train engineer and train host/conductor. The train engineer is responsible for the operation of the train. On-board notification to passengers is also the responsibility of the train engineer, with the assistance of the train host/conductor, in the event of an emergency.

Fare enforcement is handled by transit police officers (TPO), (with the help of fare inspectors) who ride the trains randomly to provide security (additional information is found in appendix II).

Generally, FrontRunner operates train sets comprised of a diesel electric locomotive with one single level coach car, two coach cars, (two bi-level), and a bi-level cab car. The service operates in the pull mode headed northbound with the locomotive leading. Southbound, the locomotive is on the north end of the consist, with the train being controlled from the cab car on the south end.

The FrontRunner System operates on 82.86 miles of track that is owned and dispatched by the UTA. The northern half (37.5 miles) of the FrontRunner system opened in April 2008 and the southern half (44.5 miles) opened in December of 2012.

Joint Operation

There are no joint operations on the UTA FrontRunner right of way.

Parallel Operations

The FrontRunner right of way parallels the UPRR right of way for 82.86 miles and shares 56 at-grade highway crossings. The parallel operations is defined by UPRR Salt Lake Subdivision MP 782 - MP 817 to Lynndyl Subdivision MP 784.31-MP 784.09 to Provo Subdivision MP 701-MP 745. FrontRunner MP equivalents are MP N37.5 to MP S44.5.

Other Important Operating Characteristics

- 33 north trips and 32 south trips on Monday thru Thursday, 37 north trips and 37 south trips on Friday, 21 north trips and 21 south trips on Saturday (there is no Sunday Service)
- Weekday total of 5,395 system route miles
- 15 stations
- 61 at-grade highway crossings along FrontRunner right of way
- There is a small segment of track, switch, at grade crossing and station from UTA MPN 43.60 to N43.30 which FrontRunner no longer travels, yet maintenance and reporting concerns are actively ongoing
- Maximum authorized speed of train-79 miles per hour
- Current Weekday average of 18,000 riders per day
- 18 Locomotives, 22 Cab cars, 16 Coach cars, 15 Comet coach cars



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- Bi-level coaches are level boarding and single level coaches are low level boarding with one 8 inch step when passengers are boarding or detraining to the platform.

SECTION 1: COMMUNICATION

1.1 Initial Notification on UTA Dispatched Territory. (Appendix V – flow chart)

The crewmember responsible for on-board functions connected with the movement of the train will be referred to as the train engineer. FrontRunner has special system instructions (SSI), Item 9-Engineer, Conductor and Train Host Emergency Preparedness, (appendix III) that instructs the train engineer, with train host/conductor assistance, on procedures involving a specific threat to the safety or health of one or more persons requiring immediate action during the course of passenger train service. The train engineer shall quickly and accurately assess the emergency situation, with train host/conductor assistance, and then immediately notify the FRC by on-board radio. The train engineer will initially report the following information to the FRC (and update as needed): location, nature of the accident and advise FRC if the accident would affect the operation of trains on the adjacent track. In the event that the train engineer is incapacitated the train host/conductor will fulfill the incident notification responsibilities to FRC by two-way radio. Initial notification to passengers during an emergency incident will be made by the engineer using the public address (PA) system and updates will occur every three minutes. If the radio system is inoperable and an emergency condition exists, the alternate means of communication to FRC would be through a cell phone.

If there is an incident on the train, each car is equipped with an intercom, and passengers could notify the train engineer regarding their concerns. In addition, passengers could also notify the train host/conductor, who would notify the engineer via the intercom or by two-way radio, if it is an emergency. Personal information about victims, passengers or others will not be relayed over the air unless it is necessary for the resolution of the emergency.

If an incident places passengers in imminent danger the train host/conductor will be responsible for identifying passengers who have disabilities and prioritizing their care and identification. The train host will notify the engineer who will notify FRC and in addition will work with emergency personnel in moving or evacuating the individual. Train hosts/conductors are aware that people with disabilities may include; limited mobility, visually impaired, cognitive disabilities and individuals who may have psychiatric disabilities.

A. On-Board Communication:

The train engineer will initiate on-board notification by the public address (PA) system. As appropriate the train engineer shall inform the passengers about the nature of the emergency and indicate what corrective actions are in progress, (alternately, if the engineer is unable to perform this function, then the train host/conductor would take

over making PA announcements or by going car to car with a megaphone as appropriate). If an evacuation is necessary on a FrontRunner train, and the PA system is inoperable, the train engineer, with assistance from the train host/conductor, will instruct passengers by megaphone, if needed, during a walkthrough of the train. Megaphones are located in the operating ends of each cab car and locomotive, (appendix VIII). As described in (appendix III, Item 9, TOEP-7 Evacuation Procedure) the engineer with train host/conductor assistance will instruct passengers which passenger cars and doors are to be used, which direction to walk, and ensure passengers stay together in an evacuation group for their safety and accountability, always on the field side of the train. The following order of preference will be considered if an evacuation is deemed necessary:

- Car to car evacuation (through end doors)
- Car to ground through side doors
- Car to ground through emergency window, if necessary

B. Passengers with Disabilities

Passengers with disabilities on Frontrunner will be assisted according to instructions located in (appendix III, Item 9, TOEP-7 Evacuation Procedure). Train engineers and train hosts/conductors will take into account any special requirements of passengers with disabilities when preparing plans for moving or evacuating the train or part of a train (the south end cab car of the consist has been designated for passengers with disabilities requiring assistance). Information relevant to passengers with a disability will be communicated to FRC by the engineer and to emergency responders by the train host/conductor. In normal operations, passengers with disabilities will be boarded by the train host/conductor, on the south end cab car of the train consist. The train host/conductor will be responsible for the accountability of passengers with disabilities and will inform emergency responders of the location of those passengers by cab car number upon their arrival and if an evacuation were deemed necessary it would be through the side doors from car to ground on the field side of the train.

C. Notification by FrontRunner Rail Control (FRC)

Emergency response notification at FrontRunner will be the responsibility of the FrontRunner Control dispatcher on duty, immediately initiating a process that informs outside emergency responders, adjacent rail modes of transportation, and appropriate railroad employees that a passenger train emergency has occurred, according to FrontRunner Rail Control Emergency Notification Procedure, (Appendix V). This emergency responder notification process is accomplished by two direct calls: If the incident effects UPRR operations per Section 4: Special Circumstances; C. Parallel Operations between UTA and UPRR, while notifying UTA trains in the immediate area, the first call is to Union Pacific Railroad accomplished by direct line contact to a train dispatcher in the Train Dispatching Center. The second call is to notify the Utah Transit Authority Transit Communications Center (TCC) dispatcher on duty, for internal (UTA Police) and external (emergency responders/local police) notification assistance. The TCC dispatcher will always make the first responder notification (the train host/conductor will identify passengers with disabilities who are in imminent danger from the incident to the operator and FRC; then FRC will pass that information to TCC and first responders. In addition if a train is involved in an incident; a passenger head count



will be performed by the train host/conductor which includes a separate ADA passenger count and this information is passed to FRC). When prioritization of the emergency response management permits, the FrontRunner dispatcher will notify the Manager of Rail Operations, or designee, by phone or other electronic means as necessary. The Manager of the Transit Communications Center will be responsible for maintaining current emergency telephone numbers for use in making emergency notifications using an Alert Notification distribution list via text or email. It is important to note that both the UTA FrontRunner Control and the UTA Transit Control Centers are Emergency Response Communications Centers.

SECTION 2: UTA EMPLOYEE TRAINING AND QUALIFICATION

Personnel who may be involved in the resolution of emergencies will be trained in their proper roles in that process by the Rail Operations Training Lead, or designee. The level and nature of the training provided shall be dependent on individual employees and responsibilities, as required by their assigned position. Rail business unit employees will receive initial training with periodic refresher training annually. Training will comply with the current issue of 49 CFR Part 239 including the following elements.

A. On Board Personnel:

Rail Equipment Familiarization

Train engineers and train hosts/conductors are initially given classroom and “hands-on” instruction on the location, function, and operation of on-board emergency systems, including removing an emergency window, using a fire extinguisher, the proper use of first aid kit supplies, using a flashlight when the train’s main power source is unavailable and using PA systems or megaphones, as required.

Situational Awareness

Employees are trained on the techniques to assist in the evaluation and assessment of emergency situations as they occur and develop. This is of vital importance to ensure proper response, reduction of panic, and passenger safety.

Passenger Evacuation

Proper priorities and methods associated with the safe and orderly evacuation of passengers, including the prioritization of those with disabilities, in an emergency (appendix III-TOEP 7 Evacuation Procedure). In addition on board personnel and ERCC personnel are trained in specific sensitivity tips regarding helping passengers who have disabilities. Yearly full scale exercises include participants from UTA’s Committee on Accessible Transportation (CAT) which serves as a testing medium for on board personnel and ERCC personnel. Evaluation of this component is performed by UTA’s ADA compliance officer.



Coordination of Functions

Proper coordination of notification and response activities: Required training on the incident command system and communication protocols will facilitate emergency response coordination. On-board personnel are trained in their roles as initial incident commanders until relieved by supervisors.

“Hands On” Instruction

On-board personnel, FrontRunner supervisors and UTA police officers will receive “hands-on” instruction on the location, function and operation of on-board emergency equipment.

B. Control Center Personnel:

FrontRunner Rail Control personnel will be trained on courses of action for all likely emergency situations that will include protocols governing internal communications between appropriate FrontRunner and TCC personnel whenever a potential emergency situation exists as well as dispatch territory familiarization. In addition, FrontRunner Rail Control dispatchers will be rules and territory qualified. Transit Communications Center (also defined as the Emergency Response Communications Center – ERCC) personnel have annual system requirements to address territory familiarization within the FrontRunner system and emergency responder service areas. They are also trained and stay current with programs that provide precise locations for incident dispatch including mile posts, grade crossings and global positioning satellite coordinates.

Initial Training for New and Current Employees

New employees will receive initial training in emergency response within 90 days after the individual’s initial date of service by the Rail Operations Training Lead or designee. Reoccurrence training in emergency response, including passengers with disabilities, is addressed annually as part of the Rules training class.

C. Testing of On-Board and Control Center Personnel

A written, closed book test, either electronically or by paper, will be administered for train engineers, conductors, train hosts, and control center personnel (FRC and TCC) to be qualified regarding their role in the plan. The test will be objective and is designed to measure employees’ responsibilities in emergency situations; and once required training and testing has been completed, these personnel will be considered to be qualified under the plan. Engineers, conductors and dispatchers will be tested in accordance with UTA’s 217 Efficiency Testing program (Examples in appendix IX). Train hosts will be tested to determine compliance with the Plan.

It is the responsibility of the Rail Operations Training Lead or designee to maintain the training records. Emergency response training records will be maintained for a duration listed in 49 CFR Part 239.



SECTION 2B: EMERGENCY RESPONSE TRAINING for CONTROL CENTER PERSONNEL

FRONTRUNNER RAIL CONTROL (FRC)

Training Overview

DESCRIPTION

The purpose of this training is to prepare FrontRunner Train Dispatchers in the event of a Passenger Train Emergency. Participants learn about the appropriate actions to take when an emergency notification is made to FrontRunner Rail Control (FRC).

- Purpose and scope of Emergency Preparedness Plan
- Responsibilities of the FRC outlined in the plan
- UTA E-Prep Plan training/testing
- Communication with UTA's Transit Communication Center (TCC) and Union Pacific's Dispatch Center in Omaha.

This training is presented through an independent study of the FRC's responsibilities outlined in the UTA E-Prep plan with additional emphasis on Appendix V: Railroad Communication Flow Charts and FrontRunner Control Emergency Notification Procedures.

OBJECTIVES

After successfully completing this training, each participant will be able to:

1. Locate the UTA E-Prep Plan electronically
2. Verbally demonstrate understanding of FRC's role in the UTA E-Prep Plan
3. Pass UTA E-PREP written exam with 90% or higher
4. Pass Territory Familiarization written exam with 90% or higher
5. Pass Operations annual rules exam with 90% or higher

TRAINING FREQUENCY

FrontRunner Train Dispatchers (FrontRunner Rail Control) will occur at least once every two calendar years:

- Training and written exam part of initial FrontRunner Train Dispatcher training
- A day of FrontRunner territory familiarization to be completed by FrontRunner Train Dispatchers
- Review and sign-off of UTA E-Prep Plan by FrontRunner Rail Control personnel

UTA TRANSIT COMMUNICATIONS CENTER (TCC)

Training Overview

DESCRIPTION

The purpose of this training is to prepare Dispatch Center Personnel in the event of a passenger train emergency. Participants learn about the appropriate actions to take when an emergency notification is made to UTA's Transit Communications Center.

Information in this training focuses on key areas such as:

- Purpose and scope of Emergency Preparedness Plan
- Responsibilities of the TCC outlined in the plan
- UTA E-Prep Plan training/testing
- Communication with FRC

This training is presented through an independent study of the TCC's responsibilities outlined in the UTA E-Prep plan.

Participants are evaluated through written exam.

- The minimum passing score for the UTA E-Prep Plan written exam is 90%.

OBJECTIVES

After successfully completing this training, each participant will be able to:

1. Locate the UTA E-Prep Plan within Alpha-Index electronically
2. Verbally demonstrate understanding of TCC's role in the UTA E-Prep Plan
3. Pass TCC written exam with 90% or higher

TRAINING FREQUENCY

TCC Personnel (Transit Communications Center):

- Training and written exam part of initial police dispatcher training
- 4 hours of FrontRunner system time to be completed annually by all Transit Communications Center Dispatchers
- Review and sign-off of UTA E-Prep Plan once annually by all Transit Communications Center personnel

SECTION 3: JOINT OPERATIONS

There are no Joint operations on the FrontRunner right of way.

SECTION 4: SPECIAL CIRCUMSTANCES

A. Tunnel Operations:

There are no tunnels on the FrontRunner right of way.

B. Other Operating Considerations:

On the FrontRunner mainline there are two adjacent bridges (MP N36); one 1450 foot bridge spanning the Weber River and one 680 foot bridge in the UP Ogden Rail Yard. In addition, on the FrontRunner South extension, there is a 642 foot flyover bridge that crosses UPRR between 9800 south and 10000 south (MP S13). These structures both have a walkway and guardrails on both sides of the single track and in the event of a passenger evacuation the train engineer, with train host/conductor assistance, would organize and inform the passengers, via the public address system or megaphone, the direction to evacuate. ADA passengers may require special consideration depending on the disability involved. Police, fire and rescue personnel shall be directed by the train host/conductor to the disabled passengers so they can be assisted using blankets, stretchers, etc. as necessary (appendix III, Item 9, TOEP-7 Evacuation of Passengers with Disabilities). The evacuation method order of preference on these elevated structures will be: train to train and train to embankment. There is no electrified territory on the FrontRunner right-of-way.

C. Parallel Operations Between UTA and UPRR

The freight operator and/or adjacent freight systems will be notified of any emergency which may affect their operations, or where their operations may hinder the resolution of the emergency. The FrontRunner Control and the freight operator will coordinate activities so that rail operations do not hinder the resolution of the emergency. The train system parallel to FrontRunner is the UPRR, (Salt Lake Subdivision) and this operation is defined from UPRR milepost 782.0 – 817.0. The FrontRunner milepost equivalent is N1.40 – N37.50. The train system parallel to the FrontRunner South extension is also the UPRR (Provo Subdivision) and is defined from UPRR milepost 701.0-745.0. The FrontRunner milepost equivalent is milepost N0.60-S44.50. The UPRR Lyndyll Subdivision (MP 784.31-784.09) is between the Salt Lake and Provo subdivisions. The FrontRunner milepost equivalent is N0.60 – N1.40. FrontRunner Control has direct phone lines to UPRR's dispatch center in Omaha for the Salt Lake, Lyndyll and Provo Subdivisions, (appendix VI), in the event of a coordinating emergency, UPRR's dispatch center also has a direct phone line to FRC. UP has developed a specific Train Dispatcher Office notice that outlines the emergency communication



protocol between the UP train dispatcher and the FrontRunner Control center. (Appendix VI: HDC-06)

D. Non-Emergency Day-to-Day Relations:

The Commuter Rail General Manager, or designee, will be responsible for official notifications or other communications as required by the current freight coordination agreement. FrontRunner Control will be responsible for day-to-day communications including the hand-off from freight operations to passenger operations and back each day. There are 4 different locations where freight trains can cross the FrontRunner right of way for industry deliveries. These rail companies may include Union Pacific, Utah Railway or Burlington Northern Santa Fe.

SECTION 5: LIAISON WITH EMERGENCY RESPONDERS

A. Responder Coordination:

The UTA TCC and FRC centers are responsible for communications and are the official liaison with local jurisdictions and emergency responders during the resolution of emergencies. At UTA the TCC maintains information regarding first responder dispatch center communication and any other pertinent details regarding local agency jurisdictions.

At FrontRunner on-scene communications with local agencies and other responders will go through the incident commander at the scene. The train engineer will initially coordinate with the FRC dispatcher until the first operations supervisor or UTA police officer arrives. The supervisor or UTA police officer will function as the scene incident commander until local emergency responders arrive and establish unified command. At this point, the UTA police officer will function as the UTA Incident Command and the operations supervisor will function as the Rail Chief and communicate with FRC with both individuals inserting into the unified command at the Incident Command Post (ICP).

B. Training Program and Distribution of Plan for Emergency Responders

The safety administrator will be responsible for on-going day-to-day communications with local fire departments and emergency medical services providers. This person will coordinate the development of emergency responder training including an emphasis on access to railroad equipment, location of railroad facilities, communications interface, and provide information to emergency responders who may not have the opportunity to participate in an emergency simulation. The safety administrator will be responsible for the coordination of emergency responder familiarization, training, and participation in emergency drills. FrontRunner system personnel will cooperate with efforts to familiarize and train emergency responders and conduct emergency drills.

The safety administrator will distribute applicable portions of the plan to emergency responders at least once every three years or whenever the relevancy of the plan changes in regards to railroad equipment and the physical characteristics of the line, necessary

maps, and the position titles and telephone numbers of railroad support staff. The distribution of the plan will be accomplished by email, in person or through UTA's Fire, Life, Safety and Security Committee (FLSSC). The safety administrator, or designee, will be responsible for the coordination of FrontRunner emergency responder familiarization sessions and training materials such as brochures and DVD's.

The chief of police-public safety manager, or designee, will be responsible for on-going, day-to-day communications with local law enforcement agencies including developing memorandums of understanding with law enforcement agencies along the alignment for accident investigation responsibilities and protocols. The emergency management program manager will work with the safety administrator to coordinate emergency responder training, the development and execution of emergency simulations involving local response agencies, and a roster of emergency responder contacts for fire, medical, and law enforcement personnel.

C. Roster of Emergency Responder Contacts

For the FrontRunner Control center the notification contacts would be included in the FR Controller Emergency Notification Procedure (appendix V). The safety administrator will maintain a roster of emergency and non-emergency contacts with all jurisdictions, agencies, or providers, through UTA's Fire Life, Safety and Security Committee (FLSSC), who may be called upon during a FrontRunner System emergency. This roster will be continuously maintained and published to appropriate FrontRunner and UTA personnel through the Fire Life Safety and Security Committee. This roster will also be referred to when planning emergency simulations.

D. Familiarization and Training

Emergency response agencies and providers will be given the opportunity to participate in FrontRunner commuter rail emergency familiarization and training sessions. Such sessions may take place at the Warm Springs Rail Service Center or FrontRunner stations. FrontRunner system personnel will cooperate with efforts to familiarize and train emergency responders and conduct emergency drills. Participation in these sessions will be documented, with the documentation maintained by rail safety administrator.

E. Emergency Simulations or Exercises

Emergency response simulations or exercises will be held once each calendar year. Actual emergencies will not count as a simulation or exercise. The planning and organization of emergency exercises takes place at UTA's Fire Life Safety Security Committee. UTA's emergency management program manager coordinates rail exercises under the Homeland Security Exercise Evaluation Program format. All possible responders to a given scenario will be invited to participate in the event (when it is not possible for other responders to attend the emergency simulation; information is provided through the FrontRunner Emergency Preparedness Instructions and First Responder DVD). These events are to be full scale and designed to simulate conditions for situations that are possible to occur in the FrontRunner System, including volunteers with disabilities, if available. Public outreach to include volunteers with disabilities is accomplished through UTA's ADA Compliance Officer and the Committee on Accessible Transportation. These

full-scale exercises are fully documented and include follow-up after action reports and improvement plans.

F. Debriefings

The emergency management program manager will hold a debriefing session within sixty days of the simulation or exercise and the safety administrator will do the same regarding any actual passenger train emergency situation consistent with 49 CFR 239.105. Event participants will be invited to participate in the debriefing. Debriefing subjects should include as appropriate.

- Whether on-board and other communications equipment functioned properly.
- How much time elapsed between the occurrence of the situation or drill and notification of the emergency responders involved.
- Whether the FrontRunner Rail Traffic Control promptly initiated emergency notifications.
- How quickly and effectively emergency responders responded after notification.
- Did on-board personnel address any special requirements of passengers with disabilities and was the specific accountability for those passengers then relayed to the emergency responders by the on-board personnel.
- How efficiently passengers exited from the car through the emergency exits.
- The performance of any other components of the situation or drill. An incident/drill critique form has been developed, (appendix VII), for use by evaluators during the simulations and critique sessions. The Emergency Management Program Manager or Safety Administrator will produce a record of the debriefing and publish the record to participants that will include the date and location of the simulation and the names of all participants in the briefing and critique session. Records of these sessions will be maintained for two calendar years after the end of the calendar year to which they relate. The plan shall be improved or amended, as appropriate, in accordance with the information developed.

SECTION 6: ON-BOARD EMERGENCY EQUIPMENT

A. General/Emergency Equipment

Each FrontRunner passenger coach will be equipped with a minimum of one fire extinguisher, one pry bar, and a flashlight. Each crewmember will also carry a flashlight. Emergency equipment on FrontRunner bi-level passenger coaches will be located on the lower level B end going toward the mezzanine. These coaches also have four fire extinguishers each. Emergency equipment on the FrontRunner single level passenger coaches (Comet cars) will also be located on the B end underneath the last seats facing the bulkhead. The single level coaches will have one fire extinguisher each, also located on the B end underneath the last seats facing the bulkhead (appendix VIII).

B. First Aid Kits

Each FrontRunner passenger coach will contain a first aid kit. This kit will contain supplies as required by 49 CFR Part 239. The sealed kits are checked during daily inspections by vehicle maintenance personnel and supplies are replaced as required.

C. Emergency Lighting

Each FrontRunner passenger coach, single and bi-level, will have emergency lighting capability as required by 49 CFR Part 238 and meeting the manufacturer's specifications. FrontRunner passenger coaches, single and bi-level, are equipped with emergency lighting that provides over ninety minutes of battery-powered lighting after normal lighting has shut off, (this system will be tested annually), and are also equipped with photo luminescent emergency path marking. Each FrontRunner passenger coach will contain an accessible flashlight that will provide brilliant illumination during the first 15 minutes after the onset of an emergency situation and continuous or intermittent illumination during the next 60 minutes after the onset of an emergency situation.

D. Maintenance of On-Board Emergency Equipment

A maintenance program is in place for FrontRunner specifying when UTA will inspect, maintain, test, and repair on-board emergency systems. Defective equipment is repaired or replaced before the train is dispatched for service in compliance with federal safety standards.

E. Emergency Exits

Emergency exits will be clearly marked in each FrontRunner bi-level and single level passenger coach (appendix VIII). Emergency egress door and window exits, from the interior to the exterior of the FrontRunner passenger cars, are identified with photo luminescent sign materials and operating instructions in a clear and understandable format. Emergency means of access from the exterior to the interior of the FrontRunner passenger coaches are marked with clear and understandable instructions in a retro reflective material for responder recognition.

F. Inspection, Maintenance and Repair

Emergency exits and their markings will be maintained to standards that meet or exceed the manufacturer's recommendations. Emergency exits and their markings will be inspected and tested as a part of FrontRunner's regular preventative maintenance schedule including testing a representative sample of emergency window exits at least once every 180 days to verify that they are working properly with a ninety-five percent or greater confidence level. Defects in emergency exits and their markings will be repaired prior to returning the FrontRunner coach into service. Emergency exits and their markings will be included in vehicle maintenance's daily inspection.

SECTION 7: PASSENGER SAFETY INFORMATION

FrontRunner coaches have passenger emergency instructions regarding door and window emergency exits posted on coach end door bulkheads. Each passenger coach will have emergency awareness and safety information that complies with the Americans with Disabilities Act. Additional methods of passenger awareness safety information include on-board announcements per SSI, automated on-board safety announcements, a safety message on the passenger timetable, station signs and on-board pamphlets that have hazard tips and emergency evacuation instructions. It is also important to note that on FrontRunner coaches the location of the on-board passenger intercom will be included on the passenger emergency instructions (located on coach end door bulkheads) and additional instructions on how to contact the train operator will be posted at the intercom location. Every intercom on each passenger coach in service will be part of vehicle maintenance's daily inspection. If the intercom were to fail in route, the train host/conductor will have the ability to communicate with the engineer by a two-way radio.

SECTION 8: PROCEDURES REGARDING PASSENGERS WITH DISABILITIES

UTA FrontRunner is committed to prioritizing and caring for passengers with disabilities in an emergency situation. Passengers with disabilities on Frontrunner will be managed according to instructions located in (appendix III, Item 9, TOEP-7 Evacuation Procedure). Train engineers and train hosts/conductors will take into account any special requirements of passengers with disabilities when preparing plans for moving or evacuating the train or part of a train. Train engineers and train hosts/conductors in their sensitivity training are aware that persons with disabilities are a diverse group and may include; limited mobility, visually impaired, cognitive disabilities, deaf or hard of hearing and individuals who have psychiatric disabilities. On board personnel's awareness of these factors will facilitate any additional assistance required to these individuals (if necessary). Information relevant to passengers with a disability will be communicated to FrontRunner rail control by the engineer and to emergency responders by the train host/conductor. In normal operations, passengers with disabilities, who require assistance, will board the south end cab car with assistance by the train host/conductor. Passengers with disabilities who do not require assistance boarding or exiting the train may board on any car. The train host/conductor will be responsible for the accountability of passengers with disabilities and will inform emergency responders of the location of those passengers by cab car number upon their arrival and if an evacuation were deemed necessary; it would be through the side doors from car to ground on the field side of the train. UTA FrontRunner's outreach for participation in yearly exercises that include members of the disability community is accomplished through the Committee on Accessible Transportation (CAT). These exercises serve as a testing medium for participants, on board personnel and ERCC personnel. Evaluation and feedback of this component is performed by UTA's ADA compliance officer (a member of FLSSC) and is incorporated into after action reviews and improvement plans, if appropriate.

SECTION 9: OPERATIONAL TESTS and INSPECTIONS

At UTA FrontRunner the Manager of Operations or designee is responsible for conducting periodic operational tests and inspections of its on-board and control center employees to determine the extent of compliance with this plan. The employee's responsibility for FrontRunner will be included in the CFR 217.9 testing program. The tests are scenario driven (i.e.) accidents/collisions, bomb threats, earthquakes, hazardous materials, civil disorder, hijacking, evacuations, death on UTA property, derailment/common corridor, smoke/fire on a train and will require answers requiring the correct way to implement an emergency response/process (appendix IX). Dispatchers may be evaluated through a fictitious scenario or an actual emergency. On-board personnel may be evaluated through a challenge question regarding the previously mentioned scenarios. These operational tests and inspections will be unannounced and conducted with the FrontRunner Control and Rail Operations department. The manager of operations may delegate this responsibility to others for a specific test, purpose, or period. A record will be created including the date, time, place, and result of each operational test or inspection that is conducted. These records will be kept in the FrontRunner Training office and be available for inspection.

SECTION 10: PLAN IMPLEMENTATION

Utah Transit Authority FrontRunner and Union Pacific received conditional approval of this plan on April 24, 2008 and final approval on May 21, 2009 that reflected the opening of the northern half (43 miles) of the FrontRunner system. Prior to opening the southern half (44 miles) of the FrontRunner system, the plan was revised, with conditional approval granted on November 27, 2012 and final approval on September 25, 2013. Additional Code of Federal Regulation requirements were added to the plan with the revision receiving conditional approval on September 22, 2015 and final approval on May 26, 2016.

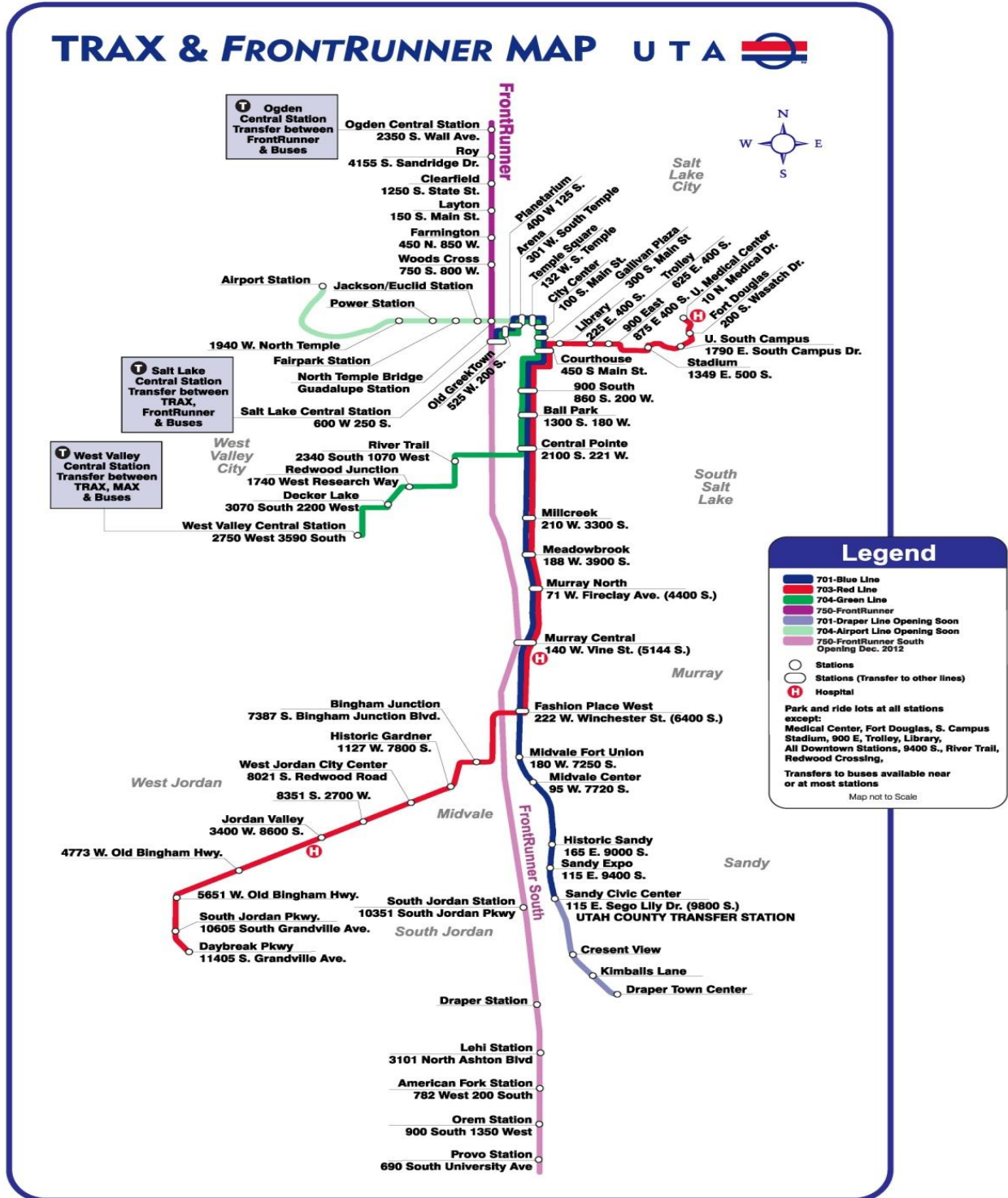
On August 13, 2018 UTA FrontRunner will discontinue service on UPRR hosted track from Ogden to Pleasant View and the 'Joint' status of the Plan will no longer apply. UTA has filed an amendment to the Plan to reflect this change as of April 08, 2018.

The Safety Administrator is responsible for the development, maintenance, auditing, and modification of this plan. The plan will be audited and modified, if required, at least once each year.

Copies of this plan are distributed to regulatory agencies, and emergency responders, through the FLSSC, who may need to know or who may be affected by the requirements of this plan. The safety administrator will maintain a distribution list of those who receive this plan. Changes to this plan will have the revision date and revision number displayed. The safety administrator will maintain a plan revision history and provide revised plans to all on the distribution list.

SECTION 11: APPENDICES

APPENDIX I: FrontRunner Station Map



APPENDIX II: Security

The Passenger Train Emergency Preparedness Final Rule in the Code of Federal Regulations (CFR) on 4 May 1998 is but one example of the importance of security, law enforcement, and emergency preparedness in all aspects of our organization. UTA Public Safety has developed plans that address security, law enforcement, and procedures on how they are applied and integrated within UTA and with other entities, partners, and stakeholders throughout UTA's six county service areas. Specific details are outlined in the *System Security Plan* (SSP).

The processes to be used by UTA Public Safety to make informed decisions that are appropriate for rail service operations, the protection of passengers, employees, and communities regarding the development and implementation of a comprehensive security program for managing any category incident or event are inclusive in UTA emergency operations plan (EOP).

UTA Public Safety's primary response mechanisms are **prevention, preparedness, response, and recovery**; the strategies are to **contain** and/or **stabilize** the situation as security and law enforcement (LE) resources allow. To this end, UTA Public Safety operates under the guidelines of the National Response Framework (NRF), National Incident Management System (NIMS), regional and local emergency plans, and the National Terrorism Advisory System (NTAS).

System Security – The application of operating, technical, and management techniques and principles to the security aspects of a system throughout its life to reduce threats and vulnerabilities to the most practical level through the most effective use of available resources.

Emergency Preparedness – A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response.

The overall mission of UTA Public Safety is to optimize and leverage (within the constraints of time, cost, and operational effectiveness) the level of **all-hazards** protection afforded to UTA passengers, employees, volunteers, and contractors, and any other individuals who come into contact with the system, under routine and emergency conditions using a systematic approach for tying strategic goals to tactical applications. UTA Public Safety has memorandums of agreement with all law enforcement partners in the service area.

The activities and strategies documented in these agreements focus on establishing responsibilities for security, identifying our methodology for documenting and analyzing potential security, law enforcement issues, and developing the management system through which we can operate.

APPENDIX III: Item 9-Train Operator and Train Host Emergency Preparedness

Item 9—Train Operator and Train Host Emergency Preparedness

TOEP - 1 Accidents and Collisions at the scene

Engineers should make every effort to avoid a collision or an accident. However, if an accident or collision occurs bring the train to an immediate stop. Immediately notify FRC of the accident and report the following information to FRC.

- Train number, direction of travel and exact location
- Type and number of Injuries if known
- Describe the circumstances and cause of the accident
- Engineers with Train Host or Conductor assistance shall advise passengers of the situation through the P.A.
- Hosts or conductor should walk all cars checking on passenger concerns
- Conductors or Train Hosts shall attempt to identify any witnesses on or off the train and request that they fill out a courtesy card.
- Review Emergency Checklists in the cab of the Locomotive and Cab Car to ensure everything has been completed.

Note: If authorized by FRC or if it is necessary due to safety considerations, refer to TOEP-7 Evacuation Procedure.

If involved in an accident investigation, it is important to adhere to the following policy:

- Do not discuss the accident with anyone except the police and UTA management with proper identification.
- Admit no fault.
- If you are asked to present your driver license, present only your train Engineer license. Do not present your motor vehicle driver's license.
- Make no statement about payment of damages.
- Do not sign anything without the approval of a supervisor.
- In the event a police officer reads an Engineer their constitutional rights, no further statement regarding the accident shall be made.

TOEP - 2(A) - Suspicious Package Procedure

All UTA employees have a vital role in ensuring the safety and security of every customer within our transit system. Employees must remain alert for unattended items located within the system.

There are three categories of packages/items:

1. Lost and Found: Follow the Lost and Found procedures.
2. Bomb Threat ("Utah" situation): Follow SSI Item 9 – TOEP 2 (B) Bomb Threat Procedures.
3. Suspicious package: Follow these procedures for identifying and responding to suspicious packages.

General guidelines for determining which items are suspicious

Not all unattended items are suspicious items. Generally anything that is Hidden, Obviously suspicious and not Typical (HOT) should be deemed suspicious. Usually items left in conspicuous areas such as on seats, in a restroom, next to a phone booth or vending machine, or on a station platform are simply forgotten or discarded items.

In this context, employees should recognize the following as suspicious:

- Any unattended item that is in a location that doesn't make logical sense
- Any unattended item located in an out-of-the-way place where it is not readily visible (i.e. appears to be hidden intentionally)
- Any unattended item that matches something described in a reported threat or has a threatening note attached.
- Any unattended item such as bottles, tanks or canisters.
- Any unattended item that is quickly abandoned by a person acting in a suspicious manner who quickly leaves the area.

Note

If an item is located and it is possible and safe to do so, use a cell phone ON AIRPLANE MODE, to take a picture of the item and immediately move away to a safe distance. After moving away, send the picture to a phone number or email address, as instructed by the dispatcher.

Responding to suspicious items

If a suspicious package is reported by a source outside of UTA, FRC (Warm Springs Control) will instruct the Train Host or Conductor to:

- Sweep the train looking for any suspicious or unattended items.

If in the course of duty an employee finds a suspicious object or package, they should report it to FRC.

FRC will:

- Contact Transit Police for assistance.
- Send a Field Supervisor to the scene.
- Notify Vehicle Maintenance to do a sweep of all yard trains.
- Request a system sweep of all trains in the system to look for other suspicious packages.

Other guidelines for responding to a suspicious item:

- Do not touch items that has been deemed suspicious!
- Be prepared to provide information and assistance to law enforcement arriving on scene with descriptions of the object, the location, the suspicious nature and, if applicable, a description of any people associated with the object.
- If between stations, and it is feasible, the passengers in the car with the item should be moved to adjoining cars as far away from the item as possible. Use good judgement to not cause panic.
- Advise employees and/or customers to not enter the affected area.
- Await direction from your supervisor, control center, police or emergency responders.
- **If FRC or the emergency responders request evacuation of the area or train, employees are to follow TOEP 7 - Evacuation Procedure.**

If an immediate threat is perceived, employees should remain calm and encourage evacuation from the area. An immediate threat could include but is not limited to an incident in which an employee observes two or more customers becoming similarly disabled (e.g. seizure, convulsions,



breathing difficulties, loss of consciousness) with no other obvious cause(s) (e.g. smoke condition, pepper spray).

REMEMBER the Acronym “HOT”

1. The package is **H**idden. Placed in an area not easily observed by high traffic or critical.
2. The package is **O**bviously suspicious. Are wires showing, is it smoking or does it have fumes/odors, leaking or ticking?
3. The package is not in a **T**ypical area. The package is in an area where lost and found items are not typically located.

Remember its HOT Don't Touch!

TOEP - 2(B) – Bomb Threat Procedures



If an employee receives a threat either on the phone or in person, attempt to obtain as much of the following as applicable and notify FRC immediately:

- Where is the bomb?
- When and how will it detonate?
- What does it look like?
- What kind of bomb is it?
- Did the caller (person) place the bomb?
- Why was the bomb placed?
- What is the caller's name and address?
- Note the exact wording of the threat.
- Note characteristics of the caller's voice and use of language and also any background noises that may help to locate the caller.

If bomb reported on the train the Engineer must:

- Follow the FRC's instructions.
- Continue train movement to next station.
- Train Host/ Conductor will sweep the train for suspicious or unattended items. If anything is found, do not touch it.
 - A sweep of all mainline trains will be performed.
- If something suspicious is found and the train is at a station then Engineer with Train Host assistance will direct passengers to a safe area at least 500 feet away.
- If nothing is found notify FRC and have Train host continue to monitor train.

If a bomb is reported on the train the Engineer must:

- Follow FRC's instructions.
- Continue train movement to the next station.

The Host/conductor will sweep the train for suspicious or unattended items.

- If nothing is found notify FRC. The host/conductor will continue to monitor the train.

If anything is **found on the train** and **meets the suspicious package criteria**:

- Do not touch it.
- Train will continue to the next station.
- Host/conductor will move passengers to another car as far away from the item as practicable.
- If possible, when arriving at the station, the car with the item should be positioned at the main platform for easy access into the car for an explosive disposal robot.
- Passengers, including passengers waiting at the station, should be move to a safe location at least 500 feet away from the train.
- After train has been cleared of passengers, close and de-access the doors.
- Personnel should wait with passengers for further instructions.

Note: All personnel will discontinue radio transmissions within 500 feet of the train or suspicious item.

If bomb is **reported at a station** the Engineer must:

- Upon FRC instruction, if on approach to the station, proceed through the station at restricted speed without stopping.
- Prior to arrival, not less than 500 feet, make an announcement advising passengers the station is temporarily closed and to alight at the next station.
- Report to FRC after passing the station (500 feet).

Note: All onboard personnel will discontinue radio transmissions within 500 feet of the station and do a visual sweep through the station.

If a bomb is **verified at a station** the Engineer must:

- Upon FRC instruction, if on approach to the station, stop according to best train handling skills before the station or if instructed, proceed through the station at restricted speed without stopping.
- Make an announcement, not less than 500 feet before or after the station, advising passengers the station is temporarily closed.
- Advise passengers a bus bridge has been initiated and to alight at the next station.

Note: All onboard personnel will discontinue radio transmissions within 500 feet of the station.

TOEP - 3 Earthquake

When an earthquake is reported or felt and it is at a magnitude of 5.0 or higher, all trains shall be instructed by FRC: "Emergency, Emergency, Emergency. Earthquake conditions, all trains stop."

Note: Trains may be moved the minimum distance required at a speed less than 5 mph to avoid an emergency situation such as unloading off a bridge, under a bridge, at a grade crossing, near a fire, etc.

TOEP - 4 Hazardous Materials



Passenger Train Emergency Preparedness Plan

A hazardous material is a substance or material which poses an unreasonable risk to health, safety, and property. They include explosives, explosive detonators, flammable gases and liquids, poison gases and liquids and corrosive substances, in quantities which would endanger the lives and health of passengers or employees if released or spilled.

A. On Trains

The transportation of hazardous materials aboard trains is prohibited. Be aware of the dangers of hazardous materials and deny access to persons transporting these materials. Have the Field Supervisor or Transit Police Officer intercept the train at the earliest point should you discover any passenger in possession of any hazardous materials.

B. On or Near UTA Property

Be aware of the presence of hazardous materials along the line and watch for signs of spills, leaks or accidents.

When accidents or fires occur in connection with the transportation or storage of hazardous materials, immediate action must be taken to prevent injury, loss of life and, as far as practicable, property losses.

In any emergency the most important information is the exact location and name of the hazardous materials involved. This information must be provided promptly to local coordinating agencies such as fire departments, police, etc.

When spilled, leaked or damaged hazardous materials are observed or suspected along UTA tracks the Engineer shall:

- Stop the train if necessary while maintaining a safe distance from the hazardous material.
- Notify FRC and follow instructions.
- If fumes or gases are present, notify FRC. Use the radio only if absolutely necessary away from the area where fumes or gases are present.
- Refer to TOEP-11 Common Corridor Emergency Procedures.

Engineer with Train Host/ Conductor assistance must:

- Follow procedures for emergency evacuation if instructed to do so.
- Advise passengers against the use of any electrical apparatus or spark producing substance.
- If any passenger or employee is overcome by fumes or gases, follow normal procedure for illness or injury. Move to an open or ventilated area as soon as possible.

TOEP - 5 Civil Disorder

Employees witnessing any civil disorder or indication of a potential civil disorder shall notify FRC immediately giving the following information:

- Nature of the incident and number of people involved.
- Exact location of the incident.
- Extent of injuries or damage, if applicable.
- Weapons in use, if applicable.

In the event that any type of civil disorder should occur, proceed to the nearest station and await assistance from emergency personnel.

TOEP - 6 Hijacking

The possibility of being detained or held captive for the purpose of hijacking, kidnapping, robbery, or other criminal activity is remote. For your own protection and for the security of your passengers, read and periodically review these guidelines.

- Do not be a hero. Remain calm and be cooperative. Do not argue with captors or other captives.
- Carefully observe everything you see and hear. Try to memorize the number of captors, their descriptions, conversations, and weapons. Remember the number and names of other captives. If you are released, this information can be extremely valuable to the authorities.
- If you are permitted to speak on the phone, be prepared to answer a yes or a no to questions asked by the authorities.
- Be patient. Although it may seem that the authorities are doing nothing, they are actually preparing to rescue the captives unharmed in the shortest possible time. Limited contact may be essential to your safety.

TOEP - 7 Evacuation Procedure

An evacuation is an organized departure of all passengers from the train or station for reasons due to fire and life safety. If possible an evacuation should be performed at a station. The evacuation should start immediately with Train Host/Conductor assistance. In every evacuation a safe exit route must be assured. Passengers must be kept away from the adjacent track.

A. The Engineer must:

- Act in his/her best judgment and report to FRC immediately.
- Include in the initial report the train number, location and direction of travel and if the track is fouled.
- Provide a brief description of the cause and circumstances of the incident, such as:
 - Collision with a fixed object.
 - Derailment at a switch area, grade crossing or other location.

B. Engineer, Conductor and Train Host Responsibilities at the Scene:

- Whenever the Engineer is away from the control stand they should carry and monitor a hand held radio.
- Provide a brief description of the incident, such as:
 - Determine injuries to person(s) on or off the train.
 - Determine with Train Host/ Conductor assistance, the need for evacuation of passengers from the train.
 - Communicate information to FRC.

- Provide care for injured passengers until emergency personnel arrive if you are qualified to do so.
- Pass out courtesy cards to your passengers and ask them to fill out recalling as much information as they can in regard to the incident.
- Review Emergency Checklists in the cab of the Locomotive and Cab Car to ensure everything has been completed.

C. Engineer, Conductor and Train Host Responsibilities for Passenger Evacuation:

Engineer with Train Host/Conductor will ensure passengers are kept informed with frequent announcements (PA and/or megaphone) and fully understand the evacuation process including which doors will be used and which direction to walk. Passengers will be advised to stay with the evacuation group for their safety. Refer to UTA SSI Item 10: Customer Relations.

Attempt to provide a safe exit route using the doors on the field side whenever possible. Passengers must be protected from operations on the adjacent track. Try to keep passengers in a secured area.

Confirm that all passengers have evacuated the train.

D. Evacuation procedure of passengers with disabilities:

- Passengers with disabilities will require special consideration as they may not be able to physically contribute to their own evacuation.
- Engineers and Train Hosts/Conductors will take into account any special requirements of passengers with disabilities when preparing plans for moving or evacuating the train or part of a train. Because of mobility impairment or other limitations, a person with a disability may require greater care and supervision at the site of an emergency. They may also require more psychological support. For example, a person who uses a wheelchair may have a strong psychological attachment to their chair.
 - The Engineer and Train Host/Conductor shall ensure passengers with special needs are assisted by others. Evacuation of persons with disabilities may also involve the following complications:
 - A person with a disability may have conditions which could be aggravated during evacuation. When practicable, ask the person with a disability for advice on any particulars involved with moving that passenger.
 - **Police, Fire and rescue personnel shall be directed by the Train Host to the disabled passengers so they can be helped using blankets, stretchers, etc., as necessary.**
 - A person with a disability may become impaired or trapped by the aids that are meant to improve their mobility (e.g., wheelchairs, crutches, walkers).

E. Ogden “flyover bridge” evacuation:

- Because of the unique location of the bridge, specific response actions are required for safe evacuation. The Ogden “flyover” at **UTA MP N 36** consists of a 1450 foot bridge over the Weber River, connected by a raised embankment to a



Passenger Train Emergency Preparedness Plan

680 foot bridge over the UPRR Yard. Both bridges can be accessed by a “walk up” ramp and there is guardrail on either side of the single track. Both can be accessed by emergency responders.

- Engineers with Train Host/Conductor assistance, using their best judgment, will instruct passengers and lead them to the Interstate I-15 onramp, to the raised embankment access road, or to the Ogden platform, depending on which location is closest.

F. Union Pacific “flyover bridge” Evacuation:

- The UP “flyover” bridge at **UTA MP S 13** has five spans that are 83.5’, 151.5’, 172’, 151.5’ and 83.5’ (642’ total). The height varies, but there is a minimum clearance of 23.5’ over UPRR. There are guardrails on both sides of the bridge. The Engineer with Train Host/Conductor assistance will instruct passengers and lead them between the track to the 9400 South grade crossing or the 10,000 South grade crossing, depending on which location is closest.

G. “Narrows” Evacuation:

- The Narrows between **UTA MP S 21.25** and **UTA MP S 22.75** is a unique geographical area braided by the Jordan River, multiple canals and wetlands that presents accessibility challenges. The Engineer with Train Host/Conductor assistance will instruct passengers and lead them between the FrontRunner rails to designated Passenger Assembly Areas at either, South Jordan Canal Bridge, **UTA MP S 21.25** or Turner Dam, **UTA MP S 22.75**, depending on which location is closest. If the South Jordan Canal Bridge is the destination then the evacuation group needs to proceed down stairs on the west side of the alignment to a pedestrian walkway that is underneath the bridge and next to the canal. The Passenger Assembly Area is east of the UP alignment. Both designated assembly areas at the South Jordan Canal Bridge and Turner Dam can be accessed by Emergency Responder personnel.

H. Vineyard Evacuation:

- The Vineyard sector is defined by over four and one-half miles of track that stretches between American Fork and Orem also presents accessibility challenges. The north boundary of this sector is the American Fork 1500 South grade crossing, **UTA MP S 33.30** and the south boundary is the Orem 400 South grade crossing, **UTA MP S 37.99**. The middle grade crossing is Vineyard 1600 North, **UTA MP S 35.12**.
- **TOEP - 8 Death on UTA Property**



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Under no circumstances will a UTA employee assume that death has occurred. All actions will be based on the assumption that the subject is in a life threatening condition requiring immediate medical attention. Death will be determined only by qualified medical personnel.

A. Natural Death

- Attempt to obtain the proper identification of the victim, and of any witnesses to the event.

B. Accidental Death (including criminal acts).

- If death appears to be in any way connected with the operation of FrontRunner or its equipment, or if such a connection is alleged, procedures governing accidents will apply.

TOEP - 9 Derailment

A. The Train Engineer must:

- Bring the train to an immediate and complete stop.
- Report the incident to FRC immediately.
- Include in the initial report the train number, location and direction of travel
- Provide a brief description of the cause and circumstances of the incident, such as:
 - Collision with a fixed object.
 - Derailment at a switch area, grade crossing or other location.

If an evacuation must occur, the procedures governing evacuations shall be followed. Refer to TOEP-7 Evacuation Procedure.

TOEP - 10 Fire or Smoke on a train

The safety of passengers is the primary consideration in any situation involving fire or smoke on a train.

If fire or smoke is reported, the Engineer with Train Host/Conductor assistance must immediately assess the situation and report to FRC. The initial report must include:

- Train number.
- Exact location; such as street number address, cross street, milepost markers, etc.
- Direction of travel.
- Source of fire or smoke.

The Engineer should proceed, if possible, to the next station for evacuation, keeping FRC advised of progress. Stopping under overhead structures, such as ramps or overpasses, should be avoided. If appropriate the Train Host/Conductor will turn off the breaker for the HVAC system in the affected car.

Inform FRC if the train becomes disabled between stations or if passengers will have to be evacuated onto the right of way.



If an evacuation must occur, the procedures governing evacuations shall be followed. Refer to TOEP-7 Evacuation Procedure.

The Engineer, Conductor or Train Host shall use a fire extinguisher on the fire if it is safe to do so. If necessary push the emergency fuel shut down button.

TOEP - 11 Common Corridor Emergency

A Common Corridor Emergency is an emergency condition of an adjacent or intersecting railroad or other mode of transportation that impacts the safe operation of another system.

Emergencies that may affect FrontRunner Rail Service are:

- Intrusion of highway vehicle onto the right-of-way affecting train operation on FrontRunner property.
- Union Pacific, Utah Railway, or any other transportation system incurring a collision or derailment that fouls FrontRunner rails or structures or Pinch Point Detection is activated.
- Flammable or toxic materials released from highway or railroad properties that enter the FrontRunner Yard or right-of-way, or adjacent oil refineries.
- Train or material fouling a highway or other transportation system properties.

Engineer Shall:

Upon discovering a Common Corridor Emergency affecting the train, must bring the train to a safe stop and notify FRC using the radio stating, "Emergency, Emergency, Emergency."

- Advise, FRC of exact location, type of emergency, identification of the track(s) affected, proximity of emergency to FrontRunner property and type of equipment involved (auto, train, bridge, refinery etc.).
- Pinch Points are areas between UTA and a foreign railroad's alignment where detection bollards are placed due to the railroads close proximity to one another. When a Pinch Point detector is activated a train will receive a "Zero Speed" cab signal in the area. Contact FRC for further instructions.

Locations:

Pinch Point A

UTA MP S 0.43 to S 1.04

UP MP 744.70 to 744.09

Pinch Point B

UTA MP S 2.30 to S 2.68

UP MP 742.84 to 742.46

Pinch Point C

UTA MP S 8.05

UP MP 737.09



Pinch Point D

UTA MP S 8.88 to S 9.38

UP MP 736.26 to 735.76

Pinch Point E

UTA MP S 27.92 to S 28.57

UP MP 717.22 to 716.57

Pinch Point F

UTA MP S 43.58 to S 43.97

UP MP 701.94 to 701.55

- When reporting oil refinery emergencies include name of refinery and mile post number:

Tesoro-900 North 500 West-Salt Lake City

UTA MP N 3

UP MP 785

Chevron-199 N 1100 West -North Salt Lake

UTA MP N 4

UP MP 786.5

Big West Oil-333W Center St-North Salt Lake

UTA MP N 6

UP MP 788

Silver Eagle-2355 South 100 West-Woods Cross

UTA MP N 7

UP MP 789

Holly Corp-393 South 800 West-Woods Cross

UTA MP N 9

UP MP 791

- Report any dangerous conditions or leaking material, if evacuation of train is warranted and type of emergency aid required.
- In the event of a toxic release from an oil refinery the best course of action may be to turn off the HVAC circuit breaker in the Utah Panel and proceed to the next station platform.
- Advise passengers of delays.
- Follow FRC's or supervisor's instructions.

TOEP - 12 Injured or Ill on FrontRunner Property

When a person on board, a train or at a station, is seriously ill, injured, unconscious or is suddenly unable to walk, the Train Host/Conductor shall:

- Arrange for medical assistance through FRC if requested.
- Obtain as much information as possible, such as:
- Exact location of the train and the car number that the patient is on.
- Approximate age and sex of the patient.
- Status of the patient noting consciousness and breathing capability.
- Additional information as requested
- Notify FRC.
- If appropriate, have the person step off the train with a responsible person to wait for assistance. Do not leave the person unattended.
- Pass out courtesy cards and complete an Accident/Incident Report.

TOEP - 13 Incident and Troubleshooting Radio Communications

When an incident or troubleshooting event occurs on the FrontRunner alignment

- If the situation has occurred on your train change your radio to the channel instructed by FRC: XXXX (or XXXX for small radio devices) is designated for troubleshooting. Channels XXXXXX are designated for incidents or events.
- If the incident situation is not occurring on your train change one of your radios to the designated recovery channel and monitor while keeping your second radio on XXXX. If you are part of the crew, await for instructions and updates from the engineer.
- Refer to customer service Item 10 for PA announcements.

Note: XXXX is a recorded channel and may be monitored by the FRA, media and others. It should not be used by engineers as a replacement for PTT. This is an operational channel as stated on the Timetable. All rules concerning radio use is in effect on this channel.

APPENDIX IV: Item 10-Customer Service and Relations

Item 10.1 Courtesy to Passengers

Purpose:

Establish a method of courtesy given to all passengers and non-passengers throughout the Community.

Procedure and Responsibilities:

UTA employees are the most effective public relations representatives we have. No matter how often or how well we advertise our service in the media, it is our daily contact between our front-line employees and the community that creates the impression of quality service.

What we sell and deliver to the public is SERVICE. Regardless of our duties, each of us is responsible for a portion of that service. Common courtesy should be the foundation of our dealings with the public.

Safety

The public expects us to provide the highest level of safety possible. Quick analyses of the traffic, weather, rail, lights, tools, vehicle and personal condition before operation begins each day by each employee will assure a high level of safety on the job. This thoughtful preparation takes only moments, and will enhance job performance.

Attention to Duties

- A train Engineer's primary duty is to operate the train safely, smoothly, and in a timely manner.
- Employees should not attempt to bar entry or eject unruly or disruptive individuals from the train. Field supervisors and Transit Police Officers are on duty to deal with these situations.
- Employees are responsible to notify FRC of any problems occurring on the train, at stations and along traffic corridors.
- A Conductor/Train Host's primary duty is to provide customer service and assist passengers in the event of an emergency.

Service Interruption

It is important to keep passengers informed during delays.

- Always offer riders the most recent information on bus and rail service, fares, etc. Riders will know that you are considerate and courteous when you are able to give them current information.

Passenger Comfort

- The manner in which the train is operated has considerable influence in shaping public opinion. Engineers shall accelerate and brake smoothly in order to avoid discomfort and injury to passengers. This action also reduces wear and damage to the equipment.
- When correcting problems explain the situation to passengers. This shows your concern for their comfort and well-being.
- The manner in which you display yourself on station and/or on the train has considerable influence in shaping public opinion. Employees should avoid creating any unnecessary stress for passengers. Stay calm, communicative and be alert of your surroundings.
- A positive attitude toward others promotes friendly relations.

Appearance

- Uniforms should be clean and properly worn.
- Employees should be clean, well-groomed and practice good bodily hygiene.
- A professional appearance shows that you care about your image and the image of UTA.

Item 10.2 Station Announcements/Passenger Information

PROCEDURE AND RESPONSIBILITIES:

Each rail car is equipped with a public address (PA) system that is used to make announcements to passengers. Announcements made from any cab are heard throughout a train, regardless of the number of cars in the train. Always begin all announcements with “Ladies and gentleman, May I have your attention please” except for ‘Next Station’ announcements.

Monitoring your emergency channel

- If the emergency situation is not occurring on your train turn one of your radios to [REDACTED] and monitor while keeping your second radio on [REDACTED].
- Use this information to keep your passenger updated on possible delays.

When making announcements:

- Anticipate customer needs. (*How long? What are my options?*)
- Use polite tone of voice to show courtesy and care.
- Think about what you are about to say.
- Avoid excessive words, rapid speech or a high pitch that could cause concern and anxiety. Keep voice clear and calm. Do not speak above normal volume into the P.A. Make announcements easy to understand. Refrain from use of railroad jargon and acronyms.

Special announcements are required when scheduled service cannot be maintained. Keeping passengers informed of the reasons for the delay and what is being done about it will go a long way towards easing tensions. Remember, however, that care must be exercised in making announcements so as not to alarm passengers unnecessarily. If cause for the delay is unknown, state that the service has been delayed and that attempts are being made to start trains moving as soon as possible. **DO NOT** speculate on the source of the problem. Keep passengers updated.

Announcements Types

Type	When to make it	Example
Next Stop. Arriving (If announcements are not working or instructed by FRC)	Immediately after departing each station and again as the train arrives at next station.	“Next station Farmington.” “Farmington Station”.
Preparing to depart terminal station	1 minute prior to departure	“Ladies and gentlemen this train is preparing to depart in one minute, if you have not boarded please do so now. Thank you.”
Sick passenger	While waiting for assistance to arrive.	“Ladies and gentlemen, may I have your attention please? We are delayed due to a sick rider. Assistance is on the way, and we will be moving as soon as possible. Thank you”.

Train standing in station	After standing 2 minutes	"Ladies and gentlemen, may I have your attention please? We are delayed due to (cause). You may leave the train if you wish; however, we hope to be moving soon. Thank you".
Train standing outside Station	After standing 2 minutes	"Ladies and gentlemen, may I have your attention please? We are delayed due to (cause). We will be moving as soon as possible. We are sorry for the inconvenience and thank you for your patience."
Train standing in station	Before departing all stations prior to a significant track delay or possible bus bridge ahead.	"Ladies and gentlemen, may I have your attention please? There is a service disruption between (station) and (station) due to (cause). The duration of the delay to our train is unknown at this time. The doors will be open for one minute should anyone wish to exit and use alternate transportation. We apologize for the inconvenience and thank you for your patience".
Train standing at station or before approaching affected stations	When a Bus bridge is in effect	"Ladies and gentlemen, may I have your attention please? There is a service disruption between (station) and (station) due to (cause). Passengers wishing to exit at (station) or (station) should use busses located at (station). We apologize for the inconvenience and thank you for your patience". OR "Ladies and gentlemen, may I have your attention please? There is a service disruption (direction) due to (cause). Our last stop will be (station). Passengers wishing to proceed past (station) should use busses located at (station). We apologize for the inconvenience and thank you for your patience".
Train standing in station	When ready to proceed from Station after delay	"Ladies and gentlemen, may I have your attention please? We are ready to depart. Please board now. Thank you".
Arriving at terminal stations (When auto announcements not working)	To let people know the train will not be traveling any further.	"Ladies and gentlemen, may I have your attention please? We are arriving at Ogden Station. This is the end of the line, as far as we go. Thank you."
Add to "next stop" or "arriving" announcements (When auto announcements not working)	As reminder before departing or arriving at stations (Engineers will make these announcements once per trip.)	"Please take any personal belongings with you." "As a reminder, Please keep your feet off seats."

Arriving at Murray station (When auto announcements not working)	To announce Trax connection information.	"Ladies and Gentlemen we are now arriving at Murray station. Exit here for connections to Trax Red and Blue lines."
Arriving at Salt Lake Central station (When auto announcements not working)	To announce Trax connection information.	"Ladies and Gentlemen we are now arriving at Salt Lake Central station. Exit here for Trax Blue line connections to downtown." Add to NB announcement: "For those wishing to go to the airport please exit at North Temple Station."
Arriving at North Temple station (When auto announcements not working)	To announce Trax connection information.	"Ladies and Gentlemen we are now arriving at North Temple station. Exit here for connections to Trax Green line to the airport or downtown."
Elevator Outage	When notified that the elevator is not functioning at NT or Farmington stations.	"Ladies and Gentlemen may I have your attention please. The elevator at (Station) has been reported as not functioning. Those passengers that require assistance with the elevator please contact the Train Host or conductor to make accessibility arrangements. Sorry for the inconvenience."
Platform Overrun	When train cars are misaligned on the platform.	"Ladies and Gentlemen please watch your step as you exit the train."
Train out of Service (Enroute)	Begin making announcements at least two stations prior to going out of service	"Ladies and gentlemen, this train will go out of service at (location) All passengers must exit at (location) Thank you."
Train out of Service (Final Stop)	Make announcement at last stop	"Ladies and gentlemen, this train is now out of service and returning to the yard. All passengers must exit here. The next train to continue your trip will arrive at (time) Please remember your personal items. Thank you."
Employee Stop	When making an Employee stop	"Ladies and gentlemen, we will be stopping momentarily for a crew change. The next public stop is (station) Thank you."

Repeating announcements during delays

Announcements shall be repeated at intervals not more than three minutes during delays.

Emergencies

Announcements made during emergencies must be given in a calm and professional manner (so as not to cause panic). For example, if a station must be immediately evacuated as a result of a fire or a bomb threat, make this announcement:



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“Attention please ladies and gentlemen, (station name) is being closed due to an emergency. Walk immediately to the nearest exit and leave the station. Remember and take your possessions with you. Bus service is available outside. Repeating, (station name)...”

Other announcements

It is impossible to specify an announcement for every type of emergency or situation. Train Engineers and Conductor/ Train Hosts must use good judgment and common sense at all times. Examples of term to be used are:

<u>CONDITION</u>	<u>PUBLIC TERM</u>
Fire/Police action on ROW	Fire/Police action along track
Switch, rail or signal problem	Due to a switch, rail or signal problem
Accident	Incident involving a trespasser Incident involving a vehicle
Struck debris	Debris on track
On board disturbance, discharge of unruly passenger	Due to Police activity onboard
Crossing Gate out of Service requiring a stop	Damaged crossing gate.

Announcement to UTA employees must be made in a professional manner:

- Use radio call signs when possible
- Avoid the use of names.
- Do not give messages not intended for the general public over the P.A. system unless no other practical alternative (i.e. radio, telephone) exists.

Announcements by Train Hosts or Conductors

Train Hosts or Conductors will follow the above procedures by using any available equipment or verbal exchange with passengers on and off stations when needed. In the event of an Engineer PA issue, Train Hosts or Conductors are required to make all ADA announcements.

Item 10.3 Standards of Conduct

PROCEDURE AND RESPONSIBILITIES:

In order to ensure the comfort and safety of our customers it is important for employees to be familiar with expectations relating to conduct on UTA property. This includes, but is not limited to the following:

- Disruptive or threatening behavior



Passenger Train Emergency Preparedness Plan

- Peddling or soliciting
- Begging
- Loitering
- Bringing animals not in carrying containers on board, except service animals
- Smoking, including E-cigarettes
- Foul language
- Bringing items on board which could block access or cause injuries
- Playing radios, laptops, mp3 players, etc., without earphones
- Making excessive and unnecessary noise
- Feet on the seats
- Sitting or standing in the stairwell and vestibules between cars
- Consuming alcoholic beverages
- Littering
- Weapons
- Lewd or obscene behavior
- Graffiti
- Posting notices or distributing literature/handbills
- Spitting or offensive actions

If any of these activities are observed, politely request that the behavior be stopped. If the person(s) continues, notify FRC.

Suspicious activity can be reported to Utah Transit Authority Police Department [REDACTED]

Item 10.4 Americans with Disabilities Act

PROCEDURE AND RESPONSIBILITIES

The Americans with Disabilities Act was enacted so those citizens with disabilities would have the same access to public facilities, including transit services, as all other citizens.

The Federal law mandates certain actions to be followed, which include calling stops and assisting passengers, and provides legal action and fines for those who fail to follow the law. To comply with the law and to ensure that high quality service is provided to persons with disabilities, the following policies have been adopted:

GENERAL REQUIREMENTS

- Where necessary or upon request, a UTA employee shall assist individuals with disabilities with the use of bridge plate and assist them lifting the seat if necessary.



Passenger Train Emergency Preparedness Plan

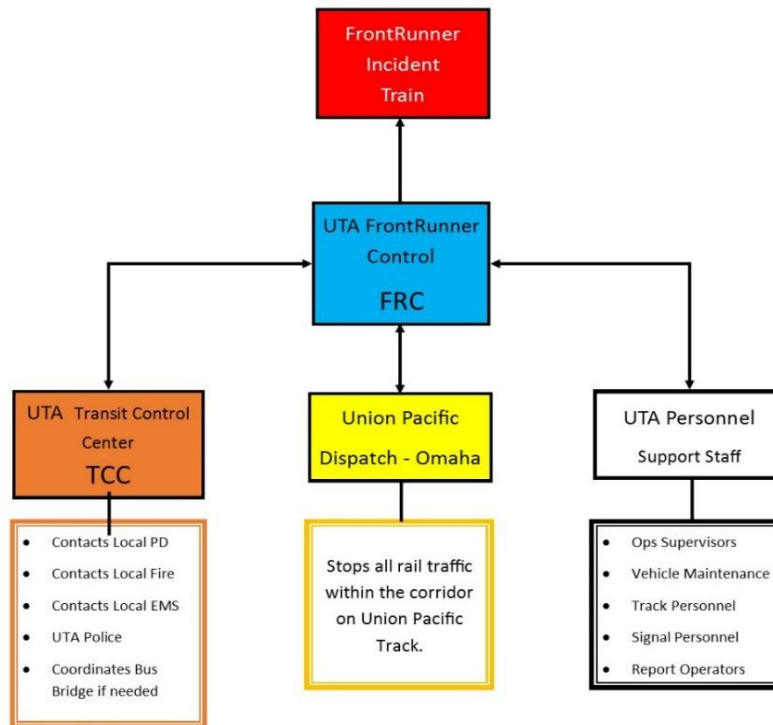
- The UTA employee may not deny transportation to a wheelchair user on the grounds that the wheelchair cannot be secured.
- The UTA employee shall permit individuals with disabilities who do not use wheelchairs, including standees, to use the bridge plate to enter the vehicle.
- The UTA employee shall permit leashed service animals to accompany individuals with disabilities in vehicles and facilities.
- The UTA employee shall not prohibit an individual with a disability from traveling with a respirator or portable oxygen supply.
- The UTA employee shall allow adequate time for individuals with disabilities to complete boarding or alighting from the vehicle.
- The UTA employee shall notify passengers of elevator outages at the effected stations using the proper announcement in Item 10.2. Train Hosts shall coordinate with the control room to make additional arrangements.
- At such time when a rider using a wheelchair or any person with a disability wants to board and other passengers are seated in an area designated for their use, UTA employee must request that those passengers move to another seat to enable the person with a disability to be properly positioned. However, if the passengers refuse to vacate the seats in the wheelchair area, the UTA employee is not required to pursue further action. The UTA employee shall then advise the person with a disability of the situation allowing that individual to determine whether or not they will board.

Make proper announcements to comply with the Americans with Disabilities Act (ADA) which states:

"The entity shall announce at least at transfer points with other fixed routes, other major intersections and destination points, and intervals along a route sufficiently to permit individuals with visual impairments or other disabilities to be oriented to their location"

APPENDIX V: FrontRunner Rail Control Emergency Notification Procedures Flow Chart

Emergency Communication on FrontRunner Territory



FrontRunner Procedure and Responsibilities

In general, the FRC's role in notification is to trigger response processes, then to return to management of the situation. The purpose of this procedure is to assure that appropriate persons and agencies are notified in the event of various types of emergencies. The events as listed are hierarchical and increasing notification requirements as the emergencies or incidents become more severe.

- Call the Transit Communications Center (TCC) for emergencies resulting in possible injury or death of persons, fire, hazardous materials spills, or other situations that may require response by local emergency personnel.
- TCC will use the Alert Notification in the Incident Log for serious accidents/incidents including one involving \$10,000 (or current threshold) or more in damages. This will activate the emergency contact list electronically and notify key UTA employees by text message or by e-mail that have specific responsibilities in responding to an emergency incident.
- Use the UTA Service Event Notification list to notify the appropriate rail managers for



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less serious accidents/incidents. This would include most minor accidents and whenever an injured person is transported or which may cause the media to call. This action can be performed by FRC, yet is usually conducted by TCC.

- Because the details of a particular accident or incident cannot be known in advance, good judgment must be exercised when evaluating the nature and severity of the emergency. This applies particularly when the emergency occurs outside normal office hours. However, if there is any doubt at all, make the call.

Manager of Rail Operations

The manager of rail operations (or Manager on Duty) will be notified immediately of any emergency or accident. The manager of rail operations will notify the rail service general manager.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Emergency Notification Requirements for UTA Personnel

The following are emergency notification requirements for UTA personnel, state/federal regulators procedure (responsibilities by job title).

For accidents at the Warm Springs Rail Service Center involving serious injury or death the dispatcher will notify:

- UTA personnel
- TCC or 911
- Manager of operations (or Manager on Duty) by phone and TCC initiates the alert notification in the Incident Log

The safety administrator (or Safety Administrator On Call) will notify:

- Federal Railroad Administration (FRA)
- Occupational Health & Safety Administration (OSHA)

For accidents in the Frontrunner System involving any impact of persons or vehicles at a grade crossing, or accidents (including derailment of an in-service train, collisions, fires, passenger evacuation due to life/safety reasons, death or serious injury etc.) involving on-track equipment where the damages exceed \$10,000 (or current threshold) the controller/dispatcher will notify:

- UPRR Train Dispatcher
- TCC
- UTA FR Personnel

The safety administrator (on duty) will notify:

- FRA

For significant security emergencies and concerns (including bomb threats, firearms, tampering with rail infrastructure, sabotage etc.) the controller will notify

- TCC
- Manager of rail operations (or Manager on duty)

Persons to notify in each of the above groups are listed in the following sections.

UTA Personnel

These individuals are on the electronically generated emergency contact list (activated by the Alert Notification in the Incident Log)

Agency to be contacted by the Rail Safety Administrator for FRA notification

- National Response Agency (NRA) 1.800.424.0201



APPENDIX VI: UPRR Contact List and HDC-06

UPRR Contact List

UNION PACIFIC RAILROAD COMPANY

EMERGENCY CONTACT INFORMATION FOR UTA "FRONTRUNNER" OPERATION

For derailments, crossing accidents, collisions (**call UPRR Train Dispatcher direct phone # 402-636-1922**), reports of suspicious activity, or any other emergency call UP Response Management (UPRR Police) - **HOTLINE 888-877-7267**

(1) For train dispatching issues - Harriman Dispatch Center in Omaha, Nebraska may be reached at the following numbers:

Ogden Dispatch (6) - 531-210-4006

Utah Corridor Parallel Track/Ogden to Provo - Corridor manager/director - 402-636-7423

- OR -

Passenger Operations Corridor manager - 402-636-7057

(2) Passenger Operations Liaison:

Mike Lee

Manager - Passenger Train Operations

Cell - 402-278-2769

850 Jones St.

Omaha, NE 68102

(3) Local UP operations - Utah Service Unit:

Roper Yard Master (24/7)

Office – 801.212.5282

Ogden Yard Master (24/7)

Office – 801.626.8204

Revised: February 27, 2018



UPRR/HDC-069
(effective March 1, 2008)

Train Dispatcher Office Notice for Emergency Communication Protocol Between the UPRR and UTA Dispatcher/Control Centers

When the UP Salt Lake Sub dispatcher is notified of a situation that could potentially foul Utah Transit Authority track(s), immediately contact them and inform them of the affected location(s) using the "UTA Hot" button on the AVTEC. This could include, but is not limited to:

- Train in emergency (UDE)
- Grade crossing accident involving train operating on UP track
- Emergency situation involving operation of on-track equipment on UP track

If it is known that the UTA track(s) is(are) not fouled and there is no need to restrict UTA train movements, notification to the UTA controller may be made using the "UTA normal" button on the AVTEC.

APPENDIX VII: Debriefing and Critique (Emergencies & Simulations)



Passenger Train Emergency Preparedness Plan

Name of Employee (Print): _____ Badge #: _____

Signature of Employee _____ Date _____

FrontRunner Post Incident Debriefing and Critique Form §239.105

§239.7 Definitions: Emergency or emergency situation means an unexpected event related to the operation of passenger train service involving a significant threat to the safety or health of one or more persons requiring immediate action, including: (1) A derailment; (2) A fatality at a grade crossing; (3) A passenger or employee fatality, or a serious illness or injury to one or more passengers or crewmembers requiring admission to a hospital; (4) An evacuation of a passenger train (UTA deems this includes entrance of a passenger in the Right of Way); and (5) A security situation (e.g., a bomb threat) (UTA deems this shall include actionable suspicious packages).

Date of Incident _____ Time of Incident _____

Location of Incident _____

Train Number _____ Direction _____

=====

Questions:

1. Did the on-board communications equipment function properly? YES/NO
Comments: _____
2. How much time elapsed between the occurrence of the emergency situation or full-scale simulation and notification to the emergency responders? _____
3. Did the control center or the emergency response communications center promptly initiated the required notifications, as applicable under the plan? YES/NO

4. How quickly and effectively did the emergency responders responded after notification?

5. How efficiently did the passengers exit from the car through the emergency exits, including any passengers with a disability or injury (when the railroad has knowledge of any such passengers)?
N/A or comment: _____
6. What went well? _____
7. Do you have any recommended improvements? _____

FR.OP.1.0.2.1 Post Incident Debriefing Document Rev. 1
AAA 9/30/2016

ATTACH PAGES FOR ADDITIONAL COMMENTS

Exercise Name:
Exercise Date:

Organization/Jurisdiction: Utah
Transit Authority FrontRunner

Venue:

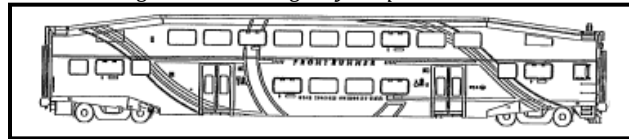
Response
<p>Exercise Objective: Utah Transit Authority Rail Supervisor will integrate into unified command, utilize scene resources, and test life safety evacuation process on the right of way in accordance with SSI.</p>
<p>Core Capability: Operational Coordination</p> <p>Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.</p>
<p>Organizational Capability Target 1: Integrate into Unified Command</p> <p><i>Critical Task:</i> Rail Chief is identifiable (wearing orange hat)</p> <p><i>Critical Task:</i> Rail Chief establishes communication with UTA IC</p> <p><i>Critical Task:</i> Rail Chief maintains communication and coordination with ICP throughout the entire event</p> <p><i>Critical Task:</i> Rail Chief maintains communication between Control and ICP</p>
<p>Organizational Capability Target 2: Utilize on scene resources</p> <p><i>Critical Task:</i> Rail Chief stays near ICP</p> <p><i>Critical Task:</i> Rail Chief delegates duties to other on scene UTA FrontRunner personnel</p> <p><i>Critical Task:</i> Train host is utilized during event.</p>
<p>Organizational Capability Target 3: Test Life Safety Evacuation Procedure in the right of way</p> <p><i>Critical Task:</i> Passenger safety is priority during evacuation</p> <p><i>Critical Task:</i> SSI process is followed</p> <p>Source(s): SSI</p>

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
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Integrate into Unified Command	<p><i>Critical Task:</i> Rail Chief is identifiable (wearing orange hat)</p> <p><i>Critical Task:</i> Rail Chief establishes communication with UTA IC</p> <p><i>Critical Task:</i> Rail Chief maintains communication and coordination with ICP throughout the entire event</p> <p><i>Critical Task:</i> Rail Chief maintains communication between Control and ICP</p>		
Utilize on scene resources	<p><i>Critical Task:</i> Rail Chief stays near ICP</p> <p><i>Critical Task:</i> Rail Chief delegates duties to other on scene UTA FrontRunner personnel</p> <p><i>Critical Task:</i> Train host is utilized during event.</p>		
Test life safety evacuation procedure in the right of way	<p><i>Critical Task:</i> Passenger safety is priority during evacuation</p> <p><i>Critical Task:</i> SSI process is followed</p>		
		Final Core Capability Rating	

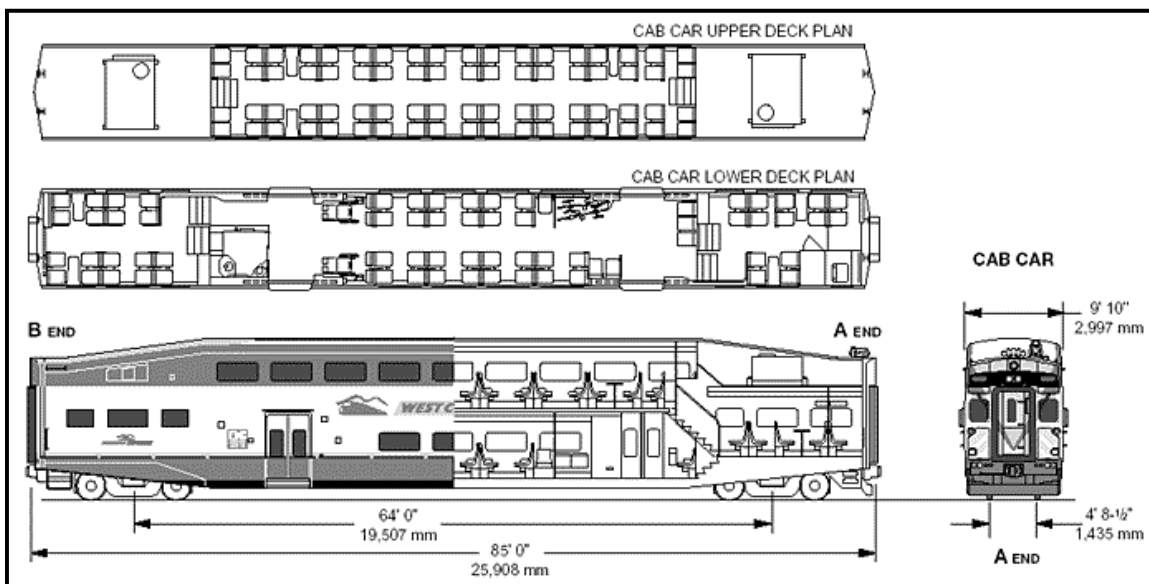
*Form criteria may be modified based on incident type.

APPENDIX VIII: Passenger Car Diagrams



Passenger Cars

FrontRunner trains normally consist of one locomotive coupled on the north end, bi-level or single level coach cars in the middle, and a bi-level cab car on the south end (push-pull configuration). The cab car contains an operator's station that is a small cubicle at the "A" end of the car. The operator's station contains the controls necessary to operate the train from the cab car. These cars are located at the end of the train opposite the locomotive and their purpose is to allow the train to be operated at either end. From the exterior of the train the cab car may be identified by the headlights above the end door and numbers in the "100" series.



- **Capacity**

The seating capacity is 140 passengers for the coach car and 135 passengers for the cab car. The single level cars will seat 129 passengers. The cab cars provide standard and wheelchair passenger space throughout the entire lower level. The maximum occupant capacity (crush load) is approximately 300 passengers per bi-level car.

- **Battery Switch**

Electrical Service is supplied with 480 volts AC via the HEP unit of the locomotive. In the event of HEP failure or emergency fuel cut-off each car is equipped with 72 volt nickel-cadmium emergency batteries which contain distilled water. These batteries

are used to power the public address system, intercom, interior lighting and doors and will last for approximately 90 minutes. [REDACTED]

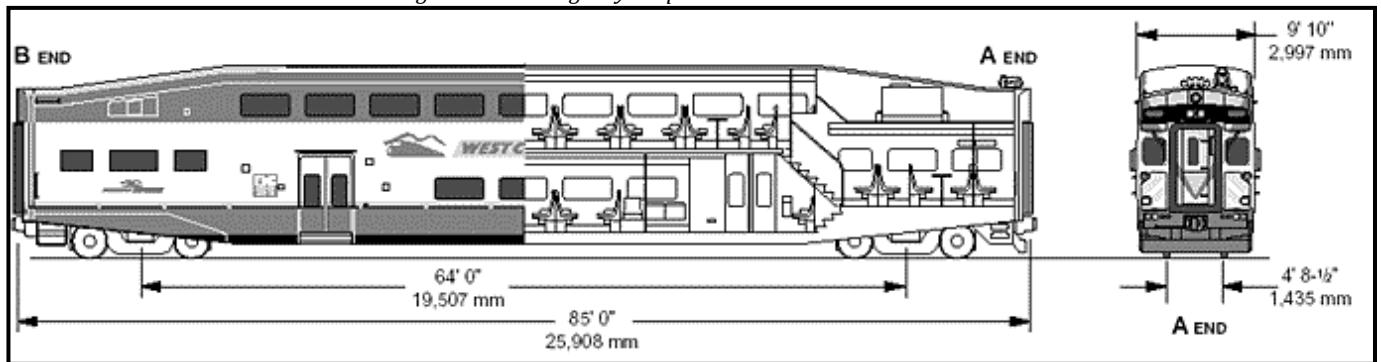
[REDACTED]

[REDACTED].



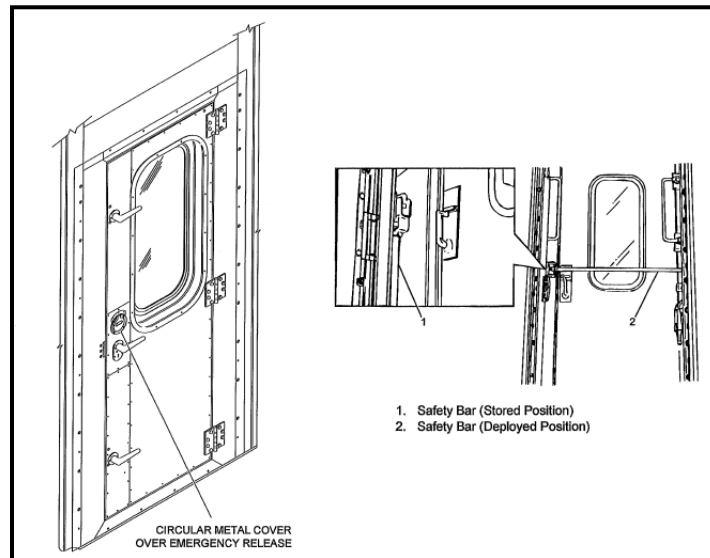
- **Access**

There are three routes for access and egress of the Bi-Level commuter cars: End doors, Side doors and Windows.



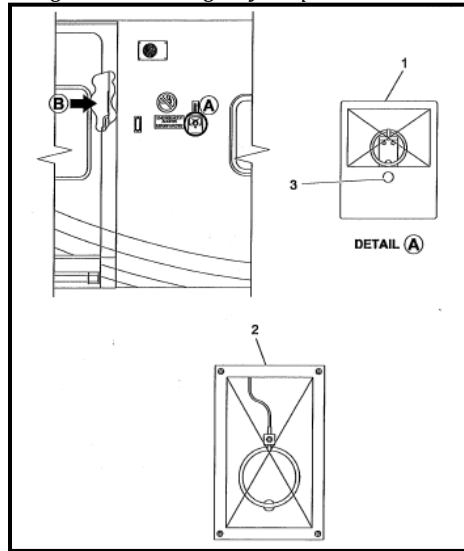
- End Doors**

Coach Car end doors open from the exterior by a lever type door latch. End doors of cab cars are not accessible from the exterior due to the placement of a safety bar across the threshold and can only be removed from the interior of the car.



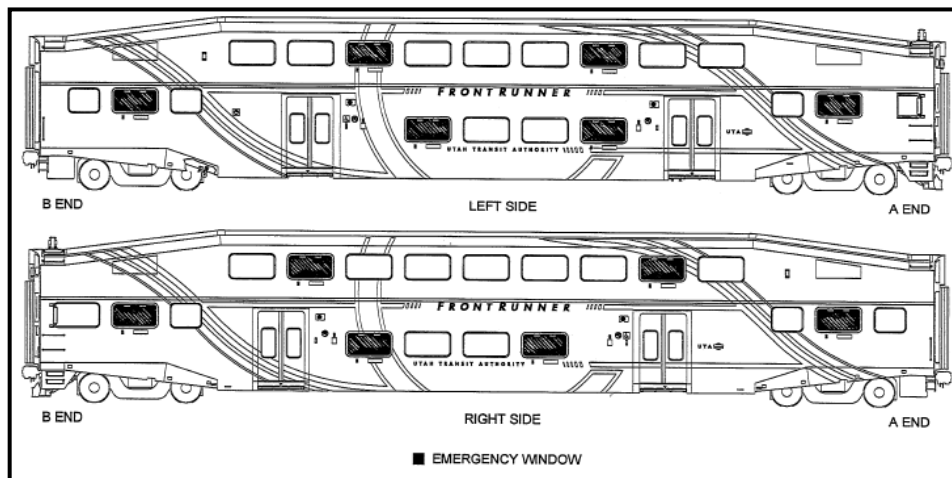
- Side Doors**

During emergency operations side doors may be operated by the emergency door release, located at each door either outside or inside. To access, break the Lexan cover plate and pull the red ring. This will pneumatically release one half of the door, and will allow the door to be slid open manually.



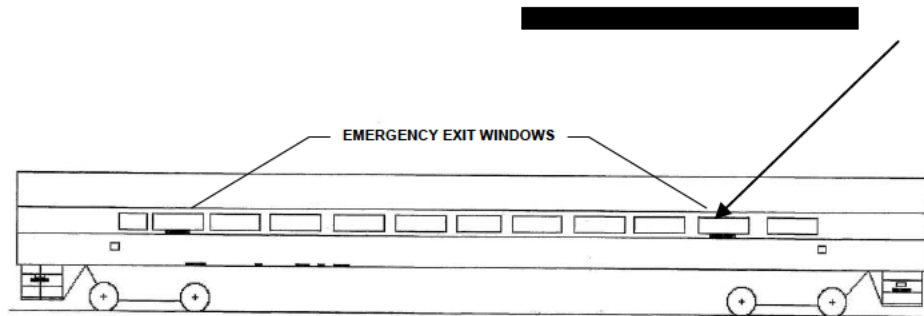
- Windows/Bi-level**

Each Bi-level commuter car has twelve emergency exit windows marked by decals on the interior and exterior. The lower level, intermediate level and higher level have four each. These windows are accessed from the exterior by pulling out the rubber molding and using a suction cup or pry bar to remove the window.



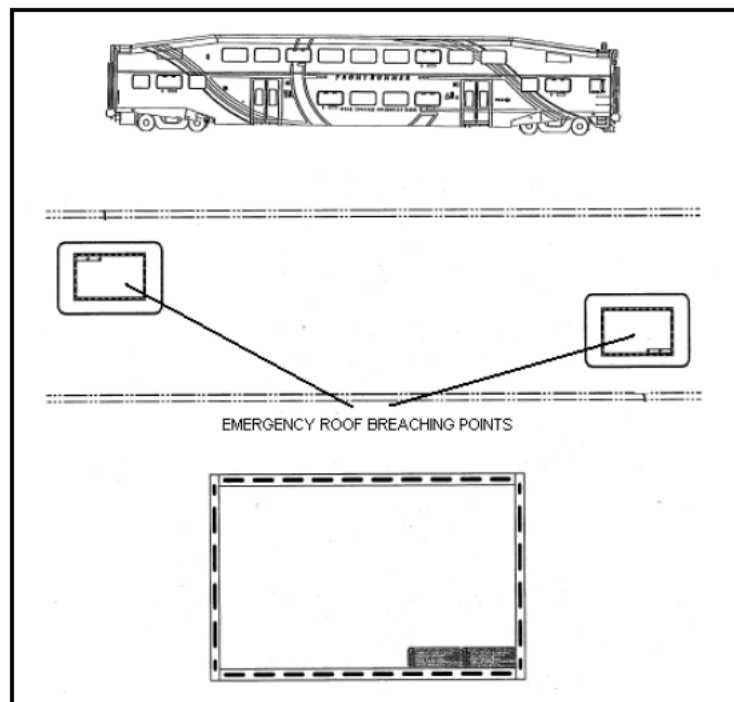
- **Windows/Single level**

Each single level commuter car (Comet) has eight emergency exit windows; 4 interior and 4 exterior access. These windows are accessible from the exterior by pulling out the rubber molding and using a suction cup or pry bar to remove the window.



- **Roof Breach**

There are two areas of the roof where emergency openings can be breached and to avoid the 480 volt cable routing. These are marked by reflective tape and decals. The areas, when cut out, are situated so that if a car is lying on either of its sides, one of the two openings is near the ground. The exterior of the cars are constructed of a single skin aluminum alloy with an aluminum-steel under frame.



- **Emergency Equipment**

Fire extinguishers: Bi-level coaches (4), Single level coaches (1).

First-aid kits (1 per coach)

Pry Bar and flashlight (1 set per coach)



1. Fire Extinguishers
2. First Aid Kit

APPENDIX IX: Controller and Operator Operational Tests

Emergency Preparedness Test Requirement (Controller-Annual Test per CFR 217.9)

An Emergency Preparedness Test must be performed on each controller annually. This is to determine that they are familiar with their responsibilities regarding emergency communications, protection procedures, calling procedures and use of required UTA forms. Such as:

- Security Alert**
- Grade/Non-grade Crossing**
- Derailment**
- Injury/fatality**
- Rule violation**
- Vandalism or Suspicious Activity**
- Extreme Weather**
- Notifying Trains of Unusual Conditions**

Other Tests may include

Testing on General Code of Operating Rules and other related publications including Timetable, Special Instructions, Controllers Manual of Instructions, General Orders, and other UTA information.

TEST 9 EMERGENCY PROCEDURES (CONTROLLER-TEST PER CFR 217.9)

Description of Test

This test checks for compliance with performance of duties with emergency procedures.

Conditions for Test

This test may be conducted by observing the controller's actions during an actual emergency, or by setting up a fictitious scenario and asking the controller to recite the steps required. If the type of emergency being tested in a set-up test requires emergency radio notification, the controller must be asked to verbally state what would be transmitted.

Testing Guidelines

There are several instances where an emergency procedure test could take place:

- Derailment procedures
- Responding to an emergency radio call
- Grade crossing or pedestrian accident procedures
- Passenger train emergency procedures
- Security situations reported to controller procedures
- Train collision procedures
- Unauthorized movement past Stop signal procedures



Passenger Train Emergency Preparedness Plan

In each of these tests, the controller must demonstrate knowledge and compliance with all of the rules and procedures from the General Code of Operating Rules and UTA's Standard Operating Procedures.

Controller Training Scenario Grading Sheet (EXAMPLE)

Student Name: _____

Date: _____

Testing Supervisor: _____

Scenario Info:

100-80 Pass
79-60 Exception
59-0 Fail

Location: _____
Pinch Point D & Gordon Ave

Time: _____

Train #: _____
AM Non-peak service
4,1 (pinch point) 6 Gordon Ave

Issue: _____
PP D & water pump fail

		0-10
1	Did the controller contact PCC with the correct information/set up bus bridge correctly?	
2	Did the controller utilize their supervisors efficiently?	
3	Did the controller utilize their report operators efficiently?	
4	Did the controller send out the proper delay notifications (or instruct someone to)?	
5	Did the controller continue to control the remainder of the system effectively?	
6	Did the controller give good troubleshooting advice?	
7	Did the controller follow all appropriate GCOR and SSI rules?	
8	Did the controller use proper radio protocol?	
9	Did the controller utilize MOW, VM, WGS personnel efficiently?	
10	Did the controller multitask well?	
Total:		

Extra Credit

0-5

11	Did the controller begin preparing ahead of time?	
12	Did the controller bring in assistance?	
13	Did the controller remain calm under pressure?	
14	Did the controller fill out all of the paperwork correctly?	
15	Did the controller think of multiple solutions to the problem?	
Total:		

Grand Total: _____

Comments:



TEST 10 EMERGENCY PREPAREDNESS (OPERATOR PER CFR 217.9)

Description of Test

This test checks compliance by employees with their responsibilities regarding emergency equipment, on-board emergency communications, and emergency communications with or by the control center.

Conditions for Test

Emergency preparedness tests may be conducted while an employee is required to actually perform and emergency preparedness plan requirement, they may be conducted as part of a question and answer session with a supervisor, or they may be conducted as a part of a full-scale passenger train emergency simulation.

Testing Guidelines

There are three categories of emergency preparedness tests:

1. Emergency Equipment:
 - a. Does each operator have a working flashlight?
2. Does each car have the proper emergency equipment? On-board Emergency Communication:
 - a. Does the operator know what announcement to make in the event of an emergency situation?
3. Emergency Communications with or by the Control Center:
 - a. Does the operator know how to contact the Control Center in the event of an emergency?
 - b. Does the Controller know whom to notify in the event of an emergency?

Failure Defined

The test is a failure if:

Any failure to comply with any rule specific to emergency preparedness.



Passenger Train Emergency Preparedness Plan

Operational Test 10: Emergency Preparedness
TOEP – 10 Fire or Smoke on a Train
(Operator per CFR 217.9-EXAMPLE)

Give 1 point for each correct answer

Q. What should be the primary consideration in any situation involving fire or smoke on a train?	
A. The safety of passengers.	
Q. If fire or smoke is reported to the operator, what are the first two steps that the operator must immediately take?	
A. Assess the situation and contact control. (1 point each, 2 points possible)	
Q. What four pieces of information should be relayed to control during the initial report?	
A. Train number, exact location, direction of travel, and the source of fire or smoke, if known (1 point each, 4 point possible)	
Q. The train must be stopped at a location where passengers may alight safely. If possible where should the train proceed to for an evacuation?	
A. The next station.	
Q. Where must a train avoid stopping if possible?	
A. Under overhead structures	
Q. When making public announcements over the PA system what word should not be used to describe the situation?	
A. Fire	
Q. After the train has been evacuated what three steps must the operator take?	
A. Leave the doors open; remove the reverser; push the emergency fuel shutoff button if necessary. (1 point each, 3 points possible)	
Q. If safe to do so, should the operator and train host attempt to extinguish the fire?	
A. Yes	
Total Correct	

Grading:

Passing 10 to 14 correct
Exception 8 to 9 correct
Failure Less than 7 correct

Appendix X: Jordan Narrows Access & Emergency Assembly Areas Map





Passenger Train Emergency Preparedness Plan